

ESTIMATES COMMITTEE 1958-59

FIFTY-SECOND REPORT

(SECOND LOK SABHA)

MINISTRY OF TRANSPORT

Action taken by Government on the Recommendations contained
in the Thirty-Fourth Report of the Estimates Committee
(First Lok Sabha) on the Ministry of Transport—Tourism



**LOK SABHA SECRETARIAT
NEW DELHI**

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ESTIMATES COMMITTEE 1958-59

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INTRODUCTION

I, the Chairman of the Estimates Committee, having been authorised by the Committee, present this Fifty-Second Report of the Estimates Committee of the Second Lok Sabha on the action taken by Government on the recommendations contained in the Thirty-Fourth Report of the Estimates Committee of the First Lok Sabha on the Ministry of Transport—Tourism.

2. The Thirty-Fourth Report of the Estimates Committee of the First Lok Sabha was presented to the House on the 14th December, 1956. The Government furnished their replies to the recommendations in this Report in November, 1957 and April, 1958. The Study Group 'B' of the Estimates Committee 1958-59 examined the replies on the 22nd September, 1958. Further particulars required by the Study Group on certain points were received on the 27th October, 1958 and replies to some other recommendations were received from the Government in February and March, 1959 and examined by them on the 18th March, 1959.

3. The Report has been divided into five Chapters.

I. Report.

II. Recommendations that have been accepted by the Government.

III. Replies of the Government that have been accepted by the Committee.

IV. Replies of the Government that have not been finally accepted by the Committee.

V. Recommendations in respect of which final replies of the Government have not been received.

4. An analysis of the action taken by Government on the recommendations contained in the 34th Report of the Estimates Committee (First Lok Sabha) is given at Appendix IV.

BALVANTRAY G. MEHTA,

NEW DELHI ;
The 28th March, 1959.

Chairman,
Estimates Committee.

CHAPTER I

Report

The Estimates Committee in para 114 of their Thirty-Fourth Report (First Lok Sabha) noting with regret that hotels had been permitted to import certain percentage, ranging from 50 to 100%, of their requirements of crockery from abroad observed that there was no reason why indigenous sources should not be in a position to meet those requirements provided they were given an idea of the required standard and firm orders. Accordingly they recommended (*vide* S. No. 50, Chapter IV) that the practice of issuing import licences for buying foreign crockery should be stopped and that the Development Commissioner of small scale industries should be asked to investigate the problem immediately and to take steps to see that the requirements of crockery of the acceptable standard were fully met from indigenous sources. The Government stated in reply that the Development Commissioner Small Scale Industries had taken the following steps to improve the standard of manufacture and development of the ceramic industry ; (a) A training-cum-production centre for cups and saucers had been set up at Khanpur in the western region ; (b) A proposal for setting up an extension centre for ceramics at Belgoria in the eastern region was under consideration ; and (c) In general, technical officers of the institutes went round and rendered advice for improvement on-the-spot to the small scale manufactures. He had, however, pointed out that the production of crockery was not at present upto the standard as might be acceptable to big hotels catering foreigners. It was, therefore, proposed pending improved production, qualitatively and quantitatively, of crockery by the indigenous manufacturers to import a nominal quantity of foreign crockery to replace the quantities of such crockery damaged due to constant use. The Committee while welcoming the steps taken to improve the standard of production of crockery in the small scale sector consider that it is desirable that Government should take urgently more direct and positive steps to encourage production of high standard crockery indigenously in order to prevent or reduce the flow of foreign exchange on its import. They, therefore, recommend that the possibility of having the crockery of required standards produced by large scale manufacturers might also be explored in consultation with them.

2. In para 129 the Committee suggested, (*Vide* S. No. 56, Chapter IV) commending the efforts made by the Regional Tourist Organisation, Bombay, in securing a group of talented dancers to give performances to entertain tourists, suggested that similar shows might be arranged by other Regional Tourist Officers also and for that purpose the Department might seek co-operation of local cultural and arts bodies, the institutions like the Sangeet Kala Academy, the Little Theatre Group and Government Departments like the All India Radio. They also expressed the opinion that the growth of a net-work of small theatres all over the country would give a fillip to such activities. The Government while recognising the need for a more sustained and systematised effort in that direction stated that the Regional Tourist Officers were making efforts to arrange such performances but they were only isolated in nature. It was stated that what was required was a regular theatre movement as prevalent in western countries and that could only be initiated by the various academies and cultural organisations and the Tourist Officers

would no doubt lend their full co-operation. The Committee fear that the reply of the Government betrays a sense of detachment and feel that the Government should take more direct and active part in arranging shows and performances for the entertainment of tourists. They, therefore, recommend that the Tourist Organisation might have an entertainment wing of its own which might organise entertainment for the tourists in liaison with the academies and other cultural organisations. They further suggest that for this purpose the talent available in the film industry might also be drawn upon.

3. In para 166, the Committee suggested (*vide* S. No. 74, Chapter IV) that the various concessions allowed to students for promoting student travel should be widely publicised in schools and colleges. The Government stated that this recommendation was the concern of the Ministry of Education who had already been requested to implement it. The Committee, however, feel that as it relates to the development of tourist traffic the responsibility for publicising the concessions available should more appropriately be that of the Ministry of Transport and Communications and that the Ministry of Education could only provide the agency for the publicity. They, therefore, recommend that the Ministry of Transport and Communications might take suitable steps to publicise the concessions available to students and to encourage student traffic with the assistance of the Ministry of Education.

CHAPTER II

Recommendations that have been accepted by Government

S. No. of the recommendation	Reference to para No. of the Report	Summary of Recommendations	Reply of the Government
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4	23	In regard to other tourist centres of comparatively less importance, the State Govts. should be encouraged to open Tourist Bureaus for which suitable subsidies may be granted.	The recommendation is acceptable and action on the lines recommended is already being taken.
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During the Second Five Year Plan, a provision of Rs. 10 lakhs has been made for the grant of subsidies to State Govts. for opening tourist Bureaus at important tourist centres where the Central Government's Tourist Information Offices do not exist. During the year 1956-57, the Central Government met half the cost of Tourist Bureaus opened by the Govt. of Bihar at Gaya, Bodh Gaya and Rajgir. The Central Govt's share of the cost is estimated at Rs. 8,700/-. A sum of Rs. 10,000 has also been granted to the

Govt. of U. P. for opening Tourist Bureaus during the year 1956-57.

It has also been decided to grant during the year 1957-58 to the State Govts. a sum not exceeding half the cost of running the Tourist Bureaus subject to a maximum of Rs. 5,000 for each Bureau at Gwalior, Madurai, Gauhati, Ajmer, Ahmedabad, Hyderabad and Ranchi and a sum of Rs. 3,000 to the University of Vishvabharati for opening a Tourist Bureau at Santiniketan provided the State Govt. also contributes an equal amount the remaining cost being borne by the University authorities. A sum of Rs. 35,000 is also proposed to be granted to the Govt. of Uttar Pradesh for running Tourist Bureaus and Sub-Bureaus at a number of places during the year 1957-58 provided the total expenditure of the State Government in running these Bureaus is not less than double this amount.

It has also been decided to meet half the cost of the Tourist Bureau proposed to be opened by the Govt. of Punjab at Pathankot subject to a maximum of Rs. 6,000 provided the Bureau serves both Himachal Pradesh and Kulu-Kangra Valleys.

[Ministry of Transport and Communications O.M. No. 2-TT(68) 56, dated 4-7-57.]

The Committee have seen the Tourist Literature published on behalf of the Tourist Division. Though their standard is generally high, comparison with the tourist literature produced by some of the foreign countries such as the U.S.A., England, Switzerland, Italy, France, etc. shows that there is still considerable scope for improvement. They would like to make three observations in this connection.

(i) In some folders and booklets the type used is rather small, causing a strain to the readers' eyes. Such information is not likely to be widely read. This defect should be remedied.

(ii) Some of the literature meant for foreign tourists includes information about places which a foreign tourist is not likely to visit. The Committee suggest that there should be clear demarcation in the tourist literature meant for foreign tourists and that meant for home tourists.

(iii) There is always a danger that the publicity might be overdone.

The Committee understand that tourist offices often run out of stock particularly of publications of which the rate of consumption is very high and that it is not always possible to meet these requirements because of the overall shortage. The Committee do appreciate

The recommendation has been accepted. As regards (i) steps have already been taken to remedy the defect that has been pointed out.

As regards (ii) it is considered that it is not practicable from the expense angle to draw a clear demarcation in the tourist literature meant for foreign tourists and that meant for home tourists as this would involve printing of two sets of literature on each subject. However, this aspect will be kept in mind when the literature in Indian languages is published by the Ministry as that literature will be meant for internal consumption only.

[Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 4-7-57.]

The recommendation of the Estimates Committee has been accepted and implemented. The print order for various tourist publications (e.g. guide books, folders, inserts, maps etc.) has been sufficiently increased to meet the requirement for about two years and the number of publications

the difficulties in the form of the limited funds available and time lag in getting the reprint orders through. They, however, suggest that the number of publications should be kept strictly limited with a view to ensure that adequate copies of the same are always available.

reduced to restrict the expenditure within the budget grant.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 19-2-59.*]

22 62 The Committee consider that the "Visit India" seal which is being used by the Tourist Offices abroad might also be used with advantage by the Indian Missions abroad in their mail. The Committee recommend that the question of the Indian tourists abroad using the seal in all their outgoing mail, and also sending their correspondence to foreign nationals in envelopes having drawings etc. similar to those used by the Tourist Offices may be taken up with the Ministry of External Affairs.

The matter has been taken up with the Ministry of External Affairs, who have agreed to address the Missions abroad recommending them about the use of "Visit India" seals. These seals and envelopes will be supplied to the Missions abroad as and when each Mission intimates its requirements to this Ministry.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 4-7-57.*]

23 63 Complaints have been heard that the tourist literature brought out in the different languages in the country reads more as translation from the English language than as original contribution in the respective languages. They suggest that this criticism should be borne in mind while preparing the scripts for Tourist literature in any of the Indian languages in future.

The recommendation has been noted and this defect will be remedied while producing future tourist literature in Indian languages.

[*Ministry of T & C. O.M. No. 2-TT(68)/56, dated 4-7-57.*]

The Committee observe that the guide books do not always highlight the picnic spots. They suggest that this should be done in future particularly in the city guides. In this connection, the Committee would also suggest that information regarding the water falls in the country may be prominently mentioned in the tourist literature, so that the tourists may be attracted to these places also. (Water-falls of the river Cauverie near Dharmapuri and Sivasamudram, Coutallan Water-falls and Jog Water-falls are some of the Instances.)

The recommendation has been accepted and noted for future guidance.

[Ministry of T. C. O. M. No. 2-TT (68)/55, dated 4-7-57].

The Committee observe that in the tourist literature produced so far, greater stress is laid on ancient monuments and places of scenic beauty than on the present day achievements such as Bhakra Nangal Dam and other River Valley Projects, Chittaranjan Locomotive Works etc. The Committee recommends that equal importance should be given to publishing literature on both the topics, whereby it will be possible for the tourist to get interested in both. The Committee also recommend that the publications brought out by the Publications Division on the developmental schemes, project etc. should be displayed prominently, in the Regional Tourists Offices and at the Information Offices.

The recommendation is accepted. Action has already been taken to supply complimentary copies of publications brought out by the Publications Division to the Tourist Offices so that they can be prominently displayed at these offices.

[Ministry of T. & C. O. M. No. 2-TT (68)/ 56, dated 4-7-57.]

The Committee are glad to learn that the Second Five Year Plan provides for a sum of Rs. 40

The Committee's recommendation is accepted. Action as suggested will be taken when tourist

lakhs for internal tourist publicity. The Committee suggest that in the matter of distribution of the tourist literature which is brought out in the various languages of the country, wide publicity to the fact of their being brought out in the respective languages should be given through the medium of advertisements in the regional newspapers concerned, so that the public may become aware of the existence of the publications.

The Committee came across a small and attractive publication called "This is Saurashtra" published by the Saurashtra Government. It is well illustrated with beautiful photographs of important monuments and places of interest and describes features of tourist interest in the State. The Committee suggest that the Tourist Division should circulate this publication to other States and urge them to bring out similar publications for their respective States. Subsequently, the Tourist Division should arrange for the rendering of these publications in different Indian languages and their wide dissemination in different States. It should also ensure that such publications are made available in the Tourists Offices. Encouragement of home tourism is essentially a subject for the States and their cooperation should be obtained in securing suitable publicity for Home Tourism.

literature in Indian languages is brought out in future.

[Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 4-7-57].

The recommendation has been accepted and the Government of Bombay has already been requested to supply some copies of the publication to the Ministry of Transport & Communications for circulation to other States. Further action will be taken as soon as copies are received.

A circular has been issued to all State Governments to intimate to this Ministry their plans, if any, for printing literature on places of interest, in their State. On receipt of their replies and in co-operation with them, the Ministry will formulate a plan for printing tourist literature for the promotion of Home Tourism. This Ministry will also examine the question of translating the publications brought out by State Governments in other regional languages.

[Ministry of T. & C. O.M. No. 2-TT(68) 56, dated 4-7-57].

The Committee hope that in the matter of according recognition to Shikar Agents, applications from the unrepresented parts of the country would be given due consideration. In this connection the Committee have pursued with interest the book "With Gun and Rod in India" issued on behalf of the Ministry and hope that the same would be published in important foreign languages like French, Spanish etc. so as to benefit the tourists who do not know English.

The Committee are glad to learn that it is proposed to hold refresher courses for guides at different places and that the Ministry of Transport has been taking concrete steps in the matter of training the guides. They would suggest that besides the course arranged for by the Government of India, other State Governments should be approached to organise similar courses of study as the Government of Rajasthan has done. This will ensure adequate and regular supply of suitable trained guides and interpreters all over the country.

The recommendation has been accepted and the book will be printed in French, Spanish and German. It has not been found possible to include this work in 1957-58 publicity programme as translation have yet to be taken in hand.

[Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 4-7-57].

We are in broad agreement with this recommendation. The Tourist Department has already held Guide Training Courses at Delhi, Bombay, Calcutta, Madras, Agra, Banaras, Jaipur and Aurangabad. Wherever the need for additional guides or a Refresher Course is felt a second Guide Training Course is held. Such courses have been held at Bombay, Delhi, Madras, and Banaras. However, in order to avoid duplication and to maintain a uniform standard in the training imparted to guides, it is felt that the Tourist Department should organise Guide Training Courses at places most frequented by foreign tourists and where it has opened tourist offices. At places where this Department does not have its offices and where the need of trained guides is felt, the State Governments can hold similar guide training courses to ensure adequate and regular supply of suitable and trained guides and it is proposed to determine a uniform syllabus for the guide training courses.

[Ministry of T. & C. O.M. No. 2-TT (68)/56-T.A. (1), dated 14-3-59].

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The Committee realised the difficulty in ensuring that untrained guides do not operate in the absence of any legislation prohibiting their practice and hope that with the efflux of time, and in the face of superior competition from better educated and trained men, old untrained guides will disappear. The Committee suggest that while the tourists are 'handled' at the points of entry by the Government officials, a printed slip should be handed over to them un-ostentatiously suggesting that they should utilise only officially trained guides who can, if and when need be, be asked to produce their certificates issued by the Government of India. In the tourists literature also, mention may be made prominently of this fact.

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The Ministry of Law who are consulted in the matter have advised that there is no harm if tourists are merely informed that officially trained guides are available and leave it to the discretion of the tourists to employ the officially trained guides. They have added that positive advice regarding this may not be necessary nor advisable. The recommendation of the Committee is being brought to the notice of the Tourist Offices who will be instructed to display on their notice boards at airports, etc. the availability of trained guides.

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It is also agreed that information regarding availability of officially trained guides will be included in the tourist literature. This has already been done in the case of all "inserts."

The recommendation is accepted as indicated above and action to implement it is accordingly being taken.

[Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 4-7-57].

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The Committee also suggest that while selecting candidates for training as guides, preference should be given to those who have knowledge of a foreign language besides English.

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The recommendation is accepted. Preference is already being given to those candidates who know any foreign language besides English. The question as to what form of inducement can

Those guides who have undergone a training course should be encouraged to learn a foreign language by offering some inducements.

The fact that a guide knows a particular foreign language should be clearly mentioned in the list of trained guides maintained by the Tourist Offices and the recognised Travel Agencies.

be given to the guides to undergo training in a foreign language will be considered in consultation with the travel agents, the Regional Tourist Officers and the Ministry of Finance.

The Tourist Offices are already indicating the particular foreign language which a guide knows, in the lists maintained by them. These offices will be asked to pass on the information to the recognised travel agents also.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 4-7-57*].

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The Committee understand that the All India Travel Agents' Association has made a proposal to other component parts of the Travel trade that they should all get together and form an All India Travel Trade Council which will consist of representatives of travel agents, National Airlines, shipping agents, hoteliers etc. with the idea of promoting travel to India on a very comprehensive basis. The Committee consider this move on the part of the Association as a step in right direction and consider that the Council as and when it is formed will be valuable adjunct in the private sector of the tourist activities in the country

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The Indian Tourist & Travel Industry's Council was formed in June, 1957. The Council has among its members, representatives of the Travel Trade belonging to travel agencies, hotels, airlines, steamship companies and Automobile Associations etc. The Chairman, Indian Airlines Corporation, General Manager and Vice-Chairman of Air-India International and the Director General Tourist Department are also its members. The Council has done good work in co-ordinating the tourist activities of the various wings of the travel trade and also supplementing the promotional activities of the Tourist Department.

[*Ministry of T. & C.: O.M. No. 2-T.T. (68)/56-(T.A.) (1), dated 5-3-59*].

The recommendation is accepted. A Hotel Standards and Rate Structure Committee has now been appointed and has been asked to submit its report within four months.

[*Ministry of T. & C.O.M. No. 2-TT (68)/56, dated 9-11-57*].

The Committees' observations have been noted.

The recommendation was brought to the notice of the Federation of Hotel & Restaurant Associations of India, Delhi, with the request that it might be implemented. It is understood from the Hotel Federation that most hotels do display Indian menus side by side with western menus.

[*Ministry of T. & C.O.M. No. 2-TT (68)/56, dated 4-7-57*].

The recommendation is accepted. The hoteliers have agreed to take concrete steps to introduce Indian decor, in their hotels. A Sub-Committee consisting of two hoteliers of Delhi has been appointed to discuss with Shrimati Kamaladevi Chattopadhyaya, Chairman, of the All India

In view of the abnormal delay that has already taken place since the suggestion regarding classification was made, the Committee suggest that the Hotel Classification Committee should be requested to submit its report within a specified period of say six months.

The Committee were informed that most of the big hotels in the country have standardised their menus. They are glad to note that at the last meeting of the Hotel Consultative Committee held on 19th April, 1955, it was agreed that Indian menus should be available in all hotels, and that the hotelier should give the option of choosing both from the Western and Indian menus according to the wishes of the customer. The Committee are sure that this will be appreciated by the foreign tourists, because many of them do want to have a first hand experience of the Indian ways of living including their diet and even clothing.

The Committee would like the following ideas regarding Indianisation of hotels put forth at the last meeting of the Hotel Consultative Committee in April, 1955 to be gradually put into practice :—

(a) The fabrics selected for curtains, sofa covers

of Indian manufacture but also have typical Indian pattern ;

(b) The paintings, murals and other motifs introduced in interior decorations should be typically Indian. It is appreciated that it would be difficult to achieve this in the case of paintings and murals in grill rooms and night clubs attached to hotels but an attempt to this end should be made ;

(c) Without excluding or abolishing cabaret dances or other Western type of music and entertainment steps should be taken to introduce items of Indian dancing and music on certain fixed evenings in the week.

While the Committee have no objection to the grant of loans on easy terms, subject to the availability of funds for the development of Hotel Industry, they are definitely of the opinion that Hotel Industry is pre-eminently suitable for the private sector, and that the public sector should not encroach upon this sphere.

Handicrafts Boards, and Shrimati Prem Berry of the Cottage Industries Emporium, the question of selection of designs and artistic utilisation of typically Indian fabrics.

They have also agreed actively to explore the possibilities of introducing Indian Music dancing.

[Ministry of T. & C. O. M. No. 2-TT (68)/56, dated 22-8-57].

The recommendation in principle is accepted. However, the Hotel Standards & Rate Structure Committee which was specially appointed by the Government to go into the problems of the hotel industry in detail, have in their Report observed that Government should assist the private sector in the hotel industry with loans, subsidies etc. but "wherever private enterprise is unable or unwilling to fill the gap in accommodation, it is the duty of the Government to step in and fill the gap". Government are in full agreement with this view. The financial resources of the private sector in the hotel industry are very limited and since Government assistance by way of loans, etc. has to bear a

proportion to the resources of the industry itself, full reliance on the private sector will mean undue delay in the development of the industry. It may therefore, become necessary for Government to step in in certain circumstances.

[Ministry of T. & C. O. M. No. 2-TT (68)/56
T.A. (I), dated 11-3-59].

The Committee also consider it very essential to encourage the building of new hotels for low and middle income groups of tourists rather than luxury hotels which are very expensive. In this respect, the Hotels in India have developed on rather unsatisfactory lines. Whereas in Europe, the percentage of luxury hotels to the total number is comparatively small, in India majority of the good hotels are luxury hotels. This position needs to be rectified. The Committee hope that businessmen will be encouraged to build such hotels in increasing number in other cities.

Building of hotels for lower income groups of tourists both foreign and local with suitable camping sites near the places of interest also needs to be encouraged.

The recommendation is accepted. In making recommendations for the grant of loans to hotel industry under the scheme which is under consideration of the Government, applications for the construction of good second class hotels will be given higher priority if the scheme materialises.

The recommendation is acceptable. Under the scheme for giving financial aid to private enterprise preference will be given to those applicants who build good second class hotels in out-of-the-way places.

In this connection it may be mentioned that necessary provision for construction of rest houses for low income-groups at important places of interest has already been made in the Second Five Year Plan for Tourism.

[Ministry of T. & C. O.M. No. 2-TT(68)/56,
dated 1-7-57.]

- 126 The Committee recommend the question of setting up State Tourist Traffic Advisory Committees by States which have not done so as yet should be taken up with the State Governments at the appropriate level and the State Committees formed so as to promote and encourage home tourism. As promotion of 'Home Tourism' is rightly the responsibility of the States, the Committee recommend the question of appointment in the States of an Officer exclusively to deal with the tourist matters should be taken up with other State Governments.

The recommendation has been accepted. The question of setting up State Tourist Traffic Advisory Committees was discussed at a meeting of the Central Tourist Traffic Advisory Committee held in Simla in June, 1957. All the State Governments were represented at this meeting. To help the State Government in setting up State Committees, the Central Committee drew up a model constitution for State Tourist Advisory Committees for adoption by the State Governments. The model constitution was circulated to all the State Governments.

The question of appointment in the States of an Officer exclusively to deal with tourist matters was discussed at a meeting of the Tourist Development Council held in Srinagar in July, 1958. The State Governments were represented at this meeting at Ministers level.

The Council recommended that the State Governments should appoint whole-time officers of a suitable status with adequate staff to deal

with matters concerning tourism and that where in a particular State the amount of work was not considered sufficient to justify the appointment of highly paid officer, a Senior Officer should be appointed as part-time head of Tourist Department to give proper attention to the work of tourist promotion. The recommendations of the Council were communicated to the State Governments.

The Tourist Division of the Ministry of Transport should, however, continue to offer the benefit of their experience in this respect to the State Governments. It would also continue to function as a Central Coordinating Agency for this purpose. The State Governments should also be persuaded to establish a Tourist Bureau at the capitals of their respective States or some other suitable tourist centres, and the Central Government may grant suitable subsidies and offer technical advice for this purpose.

The Committee recommend that a representative of the shipping Industry should also be included in the Central Advisory Committee.

The recommendation has been accepted. The State Governments have so far opened Tourist Bureaus at Hyderabad, Gauhati, Ranchi, Gaya and Bodh Gaya, Ahmedabad and Mahabaleswar, Indore and Gwalior, Madurai, Puri and Bhubaneswar, Pathankot, Kulu, Manali, Nangal, Udaipur, Bundi and Mount Abu, Chittorgarh, Bharatpur, Agra, Mathura, Hardwar, Faizabad, Lucknow, Gorakhpur, Dehra Dun, Kotchhara, Balrampur and Chitrakot and the Central Government is meeting half the cost subject to a maximum of Rs. 5,000/- for each Bureau.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56--T. A. (I), dated 2-3-59.*]

The recommendation has been accepted. Necessary action has been taken to include a representative each of the Directorate General of

Shipping Bombay, Indian National Steamship Owners' Association, Bombay and Karmoham Conference, Bombay.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 22-8-57.*]

The suggestion has been noted and necessary action is being taken to nominate a representative of the P. & T. Department on the Central and Regional Tourist Traffic Advisory Committees.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 19-7-57.*]

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The observations of the Estimates Committee are noted and every effort will be made for achieving better and more effective co-ordination. It should, however, be appreciated that for producing better results, a bigger Organisation than that which exists would be necessary, which aspect is tied up with the difficult question of obtaining additional finances to meet this demand.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 4-7-57.*]

The Committee suggest that in every Regional Tourist Traffic Advisory Committee and also in the Central Tourist Traffic Advisory Committee, a representative of the Posts & Telegraphs Department may be associated with advantage.

Though machinery exists for effecting liaison between the various Government departments for dealing with problems of tourism, there seems to be further scope for improving the degree of coordination. The very fact that two successive meetings with the representatives of State Governments were held at an interval of nearly 18 months, and that the most important decision about the constitution of the State Advisory Committees has not yet been implemented by a number of States, seems to indicate that closer degree of coordination is necessary between the Centre and the States.

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The Committee suggest that the feasibility of delegating the authority of issuing permits for stay in rest houses to some local Government Official readily available on the spot, at least in so far as foreign tourists are concerned, may be examined in consultation with the State Governments concerned.

The recommendation has been accepted. The matter was placed before the Tourist Development Council at its meeting held in Srinagar in July, 1958. It was not found practicable to apply this recommendation to all rest houses and hence the Council recommended that at least rest houses owned by the State Governments near important tourist centres should be thrown open to tourists and allotment of accommodation made on the principle of "First come First served" in the whole of the rest house and if this is not possible, a part of the rest house may be reserved for officers and a part for tourists. It was also recommended that the State Governments should appoint whole-time Managers and if at least 50% accommodation was reserved in the rest houses on the basis of 'first come first served', the Central Government should meet 50% of the cost of the Manager, who should be the authority competent to make reservations and be in a position to send prompt replies to requests from tourists for allotment of accommodation. A list of rest houses in which the above arrangements are considered desirable by the Central Government has been circulated among the State Governments.

[Ministry of T. & C. O.M. No. 2-TT(68)/56-T.A.
(D), dated 5-3-59].

The Committee consider that it would be desirable to provide bedding and linen for tourists staying in the Rest Houses or Dak Bungalows at a small extra charge if necessary, so as to facilitate their stay without discomfort.

The recommendation has been accepted. In so far as Tourist Department's Rest Houses are concerned this facility is already available. The suggestions of the Committee have also been conveyed to the State Governments for consideration in connection with the management of their Rest Houses.

[Ministry of T. & C. O.M. No. 2-TT(68)/56—T.A.(I), dated 5-3-59].

The Committee would like to draw attention to an important factor in this connection. The Committee understand that the Ministry of Transport is planning for the development of Dak Bungalows and buildings in regions of tourist interest. The Committee wish to emphasise that it is no use thinking of or giving lodging facilities without first providing facilities of adequate and speedy communication to reach such places. The Ministry of Transport should draw out a plan for the construction of new Rest Houses and development of existing ones in consultation with the authorities concerned only after satisfying themselves that adequate means of communications exist for the tourists to visit such places without any inconvenience.

The Estimates Committee's suggestion has been noted. In fact this suggestion has already been one of the most important factors determining the construction of new Rest Houses.

[Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 19-7-57].

The Committee have noted that the information about accommodation—Dak Bungalows etc. is generally given in the guides published on behalf of the Tourist Division under "See

The Committee's comments that information regarding accommodation, distances from the railway stations and airports, dak bungalows and rest houses etc. should be presented in

India" series but that there is no uniformity in the mode of presentation. The Committee suggest that in future, this information should be given at the end of the paras referring to a particular tourist centre, and also in a consolidated form, as an Appendix at the end of the book. Information about the extent of accommodation available, rent chargeable, distance from the Railway Station and exact location should also be invariably added.

a uniform manner have been noted for guidance. The Tourist Division has already started presenting such information in a standardised form.

The Committee's suggestions that such information should be given at the end of paras referring to a particular tourist centre has also been accepted. In future basic information regarding transport, accommodation, location etc. will be given at the end of each write-up on a particular place and consolidated information of a more comprehensive character will be added as an appendix. The State Governments are also being requested to incorporate the factual data in their tourist literature on the lines adopted by this Ministry.

[Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 23-II-57.]

The Committee are glad to learn that the relaxations in registration and visa facilities which have already come into force have been duly appreciated by tourists and will help in increasing the tourist traffic.

The contents of the observation have been noted. [Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 19-7-57.]

The Committee are of the opinion that there is scope for arranging sight seeing tours in important cities like Delhi, Agra, Calcutta, Bombay, Madras, etc. The Committee are glad to learn that in Bombay the BEST has placed tourist coaches at the disposal of the public for this purpose. In Madras too a luxury coach is run to and from Mahabalipuram. Such activities need to be encouraged further.

The Committee understand that luxury cars are available on hire for tourists in Bombay and Delhi, but that the charges and conditions vary. The Committee suggest that this point be examined with a view to bringing about greater uniformity. The Committee also recommend that the question of providing luxury cars for hire by tourists at other important centres like Madras and Calcutta should also be examined. Assistance of the Air India International should also be sought in assessing tourist opinion.

Another important point brought to the notice of the Committee in this connection is that there is considerable importuning at historic places like Agra and also at the Air Ports and Railway Stations where the tourists are pestered to a very great extent. The Committee recommended that the State Governments might be requested to take all possible steps

The recommendations have been accepted and the various State or local transport authorities have been requested to explore the possibilities of running such tours. Our regional Tourist Officers have also been asked to personally take up this matter with the authorities concerned.

A watch will be kept on the progress made in the implementation of the recommendation.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 19-7-57.*]

The recommendation is accepted and the State Governments and the Central Ministries concerned have already been requested to issue necessary instructions to the Police authorities, etc., to take preventive measures.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 4-7-57.*]

for eliminating importuning at public monuments and historic places. The Committee have already dealt with the problem of beggars and hawkers in trains and stations in para. 68 of their Twenty-fifth Report on "Passenger Amenities" in Indian Railways and hope that with the implementation of the suggestions made by them the problem would be solved to a considerable extent.

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The Committee accept that development of home tourism should be primarily the responsibility of the State Governments, and that the questions of Youth Hostels and Social Tourism should be dealt with by the Education Ministry and the Labour Ministry respectively. They are, however, of the opinion that the Tourist Division of the Government of India should also be in the picture and that it should continue to act as a Central co-ordinating agency in the matter of all the aspects of Tourism.

The recommendation of the Estimates Committee, that the Tourist Division of the Government of India should also be brought into the picture in so far as the promotion of home tourism is concerned and that it should continue to act as a Central Coordinating agency in the matter of all aspects of tourism, has been accepted. To achieve this object Regional Tourist Advisory Committees have been constituted at Delhi, Bombay, Calcutta and Madras on which the State Governments of the respective regions are represented. Meetings of the Central and State Government Officers dealing with tourism are held periodically to enable them to pool their experience and discuss matters of common concern. A Tourist Development Council at which Central and State Governments are represented at Ministers level has been constituted. Publicity for home tourism is being

undertaken both by the Centre and the States but in coordination with each other to avoid duplication and waste of effort. Besides the Government of India Tourist Offices at places visited by foreign tourists in large numbers, the State Governments are encouraged to open at other places tourist bureaus and Central Government bears half the cost. The Tourist Department is in close contact with the Ministries of Education and Labour in the matter of provision of Youth Hostels and promotion of social tourism.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, T.A. (1), dated 14-3-59.*]

The Committee recommend that the feasibility of having systematic programme regarding sight-seeing tours drawn up every month or so, according to a scheduled time table may be considered. Such sight seeing tours, on foot or by rail, in motor vehicles by road, in boats by rivers and in steamers and steam launches by sea will considerably promote indigenous tourism apart from the fact that such travellers, specially students, will really come to "Know" their country.

Considering the limited financial resources available during the Second Plan, the provision of funds for Tourism is quite liberal. The Committee have no doubt that proper and careful implementation of these schemes will

The recommendation has been accepted and the various State or local transport authorities have been requested to explore the possibilities of running such tours. Our Regional Tourist Officers have also been asked to personally take up this matter with the authorities concerned.

A watch will be kept on the progress made in the implementation of the recommendation.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 19-7-57.*]

The Estimates Committee's observation has been noted.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 19-7-57.*]

go a long way towards developing both foreign and Home Tourism.

86 202

The Committee welcome the several international contacts built up by the Ministry of Transport because they foster international good-will and also encourage foreign tourism.

The contents of the observation have been noted.
[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 4-7-57.*]

89 205

The Committee are glad to learn that this agreement has been reached already with two or three States. The Committee suggest that this matter may also be discussed with the All India Khadi and Village Industries Board, the All India Handicrafts Board, the Small Scale Industries Board, etc. so that a variety of souvenirs could be collected. Similarly, in the airports, curio shops might be opened where the tourists might make their last bit of purchase in the country. Better liaison with the All India Boards and Khadi Bhavans will yield fruitful results.

The necessary instructions to pursue the matter of obtaining souvenirs have been issued to all the Regional Tourist Officers. Curio shops have already been functioning successfully at the major air ports. The observations of the Committee are noted.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 19-7-57.*]

91 213

The Committee understand that with a view to get a greater coverage of the tourists throughout India it is proposed to carry out sample survey at several other places like Bombay, Calcutta, Madras, etc. The Committee suggest that such survey should be conducted at regular intervals, so that suitable steps may be

The recommendation is accepted. It has been decided that Sample Surveys at places like Bombay, Calcutta, Madras, etc. should be conducted at regular intervals. In Jan.-Feb. 1957 a survey was conducted at 5 principal towns of India at which 925 questionnaires were got filled in. A survey in Sept.-October 1957 with 990

taken for developing tourists facilities according to the needs of the tourists.

questionnaires was also conducted. The results of the two surveys—one conducted in the peak season and the other in the slack season have been presented in a report which is shortly going to be published. It is also proposed to carry out similar surveys on a monthly basis from the beginning of the year 1959 in order to assess the needs of the incoming tourists and for providing them with the basic facilities. During the year 1958, no survey could be undertaken due to lack of technical staff. The necessary staff is now being recruited.

[Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 2-12-58.]

92 214

The Committee also understand that in Hawaii, the Visitors' Bureau has carried out a survey by sending mail questionnaires to names randomly selected from the Baggage Declaration Forms. The method has one great advantage, viz., that a scientific sampling procedure can be availed of, since a complete plan frame is readily available. The method will, no doubt, be somewhat costly and the factor of non-response will have to be reckoned with. All the same the Committee feel that this type of survey will be useful and suggest that the same may be tried once as an experimental measure.

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The recommendation is accepted. With the introduction of new Embarkation/Disembarkation Cards at all the ports of entry from October 1, 1958, the question of collection of home addresses of the foreign tourists has now become very much simplified, and a random sample from the list of home addresses of the foreign tourists from those cards will be selected. A short and simplified questionnaire is then proposed to be sent to our tourist offices abroad for onward transmission to selected addresses in their respective areas.

[Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 2-12-58.]

99 223

During the course of their tours, the sub-committees of the Estimates Committees had noticed that the libraries attached to the Regional Tourist Offices were inadequate. The Committee recommend that an initial provision on a larger scale should be made for the libraries and the recurring expenditure on purchase of books may be on a smaller scale. The Committee lay great emphasis on the purchase of books because the staff of the offices would then be able to go through them and be in a position to answer intelligently the various questions that the tourists may raise. While the libraries may be mainly for the benefit of the staff of the tourist offices so that they may be well informed about Indian History, culture, heritage etc., the tourists also as and when they are inclined may go through them. The Committee realise that a tourist may not have the time to sit down and read the books but if he finds that there is a good collection of books in the country, possibly he might like to have a similar one in his own country.

The Committee understand that generally one set of the tourist literature published by tourist offices in foreign countries is received by the Ministry as a matter of courtesy. The Committee recommend that the foreign tourist

A list of standard books of tourist interest to be purchased by the Tourist Offices has been prepared and circulated to the Heads of all the Tourist Offices for purchasing them, in exercise of the powers delegated to them, out of the funds provided in the Budget for the year 1957-58 and if the funds were inadequate, to submit their proposals for additional funds. If there still remain some books to be purchased out of the approved list, efforts will be made to provide necessary funds in the Budget for 1958-59.

[Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 9-11-57.]

The recommendation has already been accepted and implemented. Heads of Officials travel organisations in foreign countries affiliated to International Union of Official Travel Organisation were requested to supply this Ministry with 6 sets of

offices may be approached to supply more copies so that they could be distributed amongst the Regional Tourist Offices in India also.

literature relating to tourist centres of their respective areas. The literature thus received from numerous foreign organisations has already been supplied to the Regional Tourist Offices during 1957 and 1958.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, T. A.-(I), dated 11-3-59.*]

The Committee would also like to recommend that the authorised guides should be permitted and also encouraged to make free and liberal use of the tourist office libraries so that they can be up-to-date, and can give more than superficial account of Indian history and culture to the tourists whom they accompany.

The Recommendation is accepted. Necessary instructions have been issued to all Tourist Officers to allow approved Guides to use the books available in the libraries of the tourist offices.

The Committee suggest that book lists (*i.e.*, bibliographies) on special aspects of Indian life should be prepared and supplied to the tourists.

The suggestion is accepted. A list of suitable books is under preparation.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 4-7-57.*]

The Committee recommend :

(i) that special attention should be paid to provide facilities for tourists of low and middle income groups in matters of transport, accommodation and recreational facilities at important tourist centres, and

(i) The recommendation has been noted and the State Governments will be urged upon to implement it. So far as the Central Government is concerned provision has already been made in the Second Five Year Plan to provide amenities, taking into consideration the extremely limited funds sanctioned for this purpose.

(ii) that the staff in Regional Tourist Offices should be properly trained and equipped with up-to-date knowledge about the places of interest in the region.

(iii) The Committee further recommend that there should be complete co-ordination between the Regional Tourist Offices, Airlines, Railways, Shipping Companies, Agents and State Governments and the queries of tourists should be promptly attended to by all concerned when processed through travel agents or Regional Tourist Offices.

(ii) This is already being done and the staff is fully trained. The recommendation is accepted.

(iii) This is already being done to the extent that is possible and will be continued to be done in future as well. The main question is that on many occasions tourists' interests and their requirements are not identical with other interests that Carriers *e.g.*, Railways, I.A.C. and Shipping Companies, and State Governments may have in mind. Hence Carriers and State Governments are not often willing or in a position to offer co-operation in this matter. The recommendation is, however, accepted.

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[Ministry of T. & C. O. M. No. 2-TT (68)/56, dated 4-7-57.]

Given proper attention and care, India with its varied flora and fauna and her natural scenic beauty, can verily become a Tourists' paradise.

103 228

The Tourist Division is already seized of the point made by the Estimates Committee in Col. 3. As regards the question of giving proper attention and care to achieve this object the following steps have already been taken in this direction :—

(i) Several places of tourist interest have been developed by improving the approach roads,

railway and air services, hotel accommodation, etc.

(ii) Publicity material consisting of regional Guides, pamphlets, folders, inserts, maps, etc., in English and other important foreign and Indian languages have been brought out. Films have been produced which are exhibited in India and abroad on non-commercial basis. Advertisements are inserted in the Press.

(iii) 12 Tourist offices in India and 6 abroad have already been opened so far whose main duties are to disseminate correct information on places of tourist interest in India and about the facilities available here for tourists. In addition, two offices in India and one in Frankfurt (West Germany) will also be opened shortly.

(iv) The efforts so far made have proved successful. There has been gradual increase in the number of foreign tourists which rose from 20,000 in 1951 to 43,645 in 1955 and consequently foreign exchange earnings also rose from Rs. 7.7 crores in 1951 to Rs. 10.1 crores in 1955. The figures for 1956 have not so far been compiled but it is expected that both the number of tourists as well as the foreign exchange earnings will be much higher than the figures quoted above.

Every care is being taken to see that tourism in this country develops on sound lines. The Estimates Committee's observations have been noted for guidance.

[*Ministry of T. & C. O.M. No. 2-TT (68)/56, dated 4-7-57.*]

CHAPTER III

Replies of the Government that have been accepted by the Committee

Serial No. of the recommendations	Reference to para No. of the Report	Summary of Recommendations	Reply of the Government
1	2	3	4
1	13	<p>The Committee understand that a proposal for the creation of a Directorate-General of Tourism is now under consideration. While appreciating the good work that has been done by the Tourist Traffic Division for the promotion of tourism, the Committee are definitely of the opinion that there is no adequate justification for the creation of Directorate-General of Tourism. One reason advanced in favour of setting up a Directorate-General of Tourism was that, at present, the policy making and executive functions are combined in the</p>	<p>While bearing in mind the recommendation made by the Estimates Committee that a Board or a Corporation be set up to look after the tourist development and promotion work in this country, it was felt by the Government that pending the creation of such a Board or Corporation, a separate Tourist Department be set up within the Ministry of Transport and Communications to continue the work that the Tourist Division had so far been doing. This only meant giving a little more freedom to the officials in the Tourist Department to take decisions on their</p>

existing staff of the Tourist Division of the Secretariat and that these should be separate. While in general, this is a good principle to serve as a guide, in the case of Tourism the Committee do not consider it of vital importance for the simple reason that the subject of tourism has not yet developed to such an extent as to require an immediate separation of these two functions. Moreover, this point of separation of policy making and executive functions will be adequately met when a Board or a Corporation is set up for tourism on the lines indicated by the Committee in the last Chapter.

own in their work and to carry out their executive functions more expeditiously. Accordingly the pattern of work adopted is more on commercial lines than on the Secretariat lines.

The Decision to set up a small Tourist Department which would serve as a nucleus round which the new Board or Corporation could be built was taken in full consultation with the Home Ministry, the Finance Ministry and the Cabinet Secretariat. The question of undertaking legislation for setting up of a Corporation/Board, is under the examination of the Ministry.

[*Ministry of Transport and Communications O. M.*
No. 2-TT(68)/56, dated 23-1-59]

The Committee are not convinced that the duties involved in the matter of distribution of the material are so onerous as to justify the creation or continuance of the post of the Distribution Officer in the present scale. The Committee understand that the distribution of publicity material in the Press Information Bureau of the Ministry of Information and Broadcasting is being managed by a Section Officer Grade III. The Committee recommend that the present post of Distribution Officer should be downgraded and entrusted to

A study has been made of the duties and responsibilities of the posts of Distribution Officer in the Press Information Bureau, Ministry of Information and Broadcasting, the External Publicity Division of the Ministry of External Affairs and, by comparison, it has been found that the magnitude and complexity of work of the Tourist Distribution Officer and the special requirements of that post, namely, knowledge of foreign languages and of travel trade requirements abroad, have weighed in favour of continuance of the post of Distribution Officer

a Section Officer Grade III in the scale of Rs. 275 (325)—25—500. The Committee consider it a waste of talent to utilise an A.R.T.O. for this work.

in the scale of Rs. 530—800. It is to be restated that on the basis of the duties and responsibilities assigned to the Distribution Officer, the U.P.S.C. were unable to select a suitable candidate in that scale and they have, as a result, actually recommended the upgrading of the post. This Ministry, however, have decided to approach the U.P.S.C. to advertise the post once again in the sanctioned scale of Rs. 530—800 and to make one more effort at finding a suitable candidate. Pending such a selection, it has also been decided to continue the present incumbent who will draw a salary which is less than the minimum of the prescribed scale. Under the circumstances it has not been possible to implement the recommendation of the Estimates Committee.

[*Ministry of T. & C. No. 2-TT(68)/56, dated 19-7-57.*]

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The Committee suggest that the question whether the existing number of Regional Tourist Offices is adequate to serve the needs of the country or not should be carefully considered in consultation with the Ministry of Education, taking into account the national monuments, places of historical, cultural and religious interests and other relevant factors from the tourist point of view. The number may be suitably increased, if found necessary. The same criteria should also apply to the opening of additional information Offices.

The question has been examined in consultation with the Ministry of Education and Scientific Research. Government of India Tourist Offices already exist in Delhi, Bombay, Calcutta, Madras, Simla, Jaipur, Agra, Banaras, Darjeeling, Aurangabad, Bangalore, Co'acamund and Bhopal (functioning temporarily at Sanchi). It has also been decided already to open offices at Bhubaneswar and Cochin. Besides these, the State Governments have already opened tourist bureaux at a number of places and have proposals for opening them at others. Part of the cost of running of

these bureaux is met by the Central Government. The opening of more offices directly by the Government of India is not considered necessary for the time being and the position could be reviewed from time to time.

[Ministry of T. & C O. M No. 2-TT(68)/56,
dated 13-9-57]

7 The Committee suggested the elimination of time lag in the selection of candidates to the Civil Posts.

29

This recommendation concerns the Ministry of Home Affairs who have already sent a reply direct to the Lok Sabha Secretariat *vide* O.M. No. F.14/1/57-EST(B) dated 18th February 1957, which is as follows:—

The time taken to finalise each case of recruitment depends on the number of posts covered by the requisition, the nature of the posts and the total volume of recruitment and other work pending with the Commission at the time. Where the Commission decide to give the highest priority recruitment action is completed approximately within 3 months of the receipt of the requisition, provided the posts are not of a highly technical nature and the availability of suitable candidates is reasonably good. In all other cases, consistent with the time that

has to be necessarily taken for scrutiny of applications and with due regard to other items of work to which the Commission stand committed, every effort is made to complete the recruitment in the shortest time possible. Recently sanction has been accorded for increasing the strength of the Commission by 2 Members and certain additions to the staff of the Commission have also been made. It is expected that this would help to accelerate the tempo of recruitment appreciably, and recruitment work may be completed in even less than the four month limit recommended by the Estimates Committee.

[*Ministry of T. & C. O. M. No. 2-TT(68)/56, dated 4-7-57.*]

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The Committee suggested that the Home Ministry should evolve a new procedure for verification of antecedents of the newly recruited candidates to avoid delay.

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This recommendation concerns the Ministry of Home Affairs who have already sent a reply direct to the Lok Sabha Secretariat *vide* O.M. No. F. 14/1/57-EST(B) dated 18th February 1957, which is as follows :—

A revised simplified procedure for the verification of character and antecedents of candidates was prescribed on 25th September 1954, according to which it was decided to dispense with on the spot enquiries and to confine verification only to the existing police records. Attention of the State Governments was invited in this Ministry's letter of 21st October 1955 and dated the 28th September 1956 to this simplified procedure and they were requested to take steps on

the lines suggested in the letters to eliminate delays in verification as far as possible. It is hoped that the process of verification from the records already available with the police authorities should not take more than a few days, if, as is to be presumed, the records have been systematically maintained. It is expected that by this process it will not take more than six weeks for the verification to be completed.

[*Ministry of T. & C. O. M. No. 2-TT(68), 56, dated 4th July, 1957*].

The Committee consider that the period of training (2 months) prescribed for Regional Tourist Officers is totally inadequate. They recommend that a proper training of 6 months should be laid down for R.T.Os as well as A.R.T.Os. They also recommend that knowledge of at least one foreign language besides English should be insisted upon for all future recruitment.

Keeping in view the time-lag between the sanctioning of a post and the availability of candidates through the Union Public Service Commission, which would still be about six months, in case the Committee's recommendation for reducing it are found to be practicable, the training period of six months would require the posts to be kept vacant for a very long time resulting in administrative difficulties. The Committee's recommendation is being partially accepted and the training period is being raised to three months.

(ii) If knowledge of at least one foreign language besides English, is made an essential qualification

tion for all future recruitment, the field of selection will be extremely limited as the number of persons who possess such qualifications is extremely small. This is borne out by actual experience in the case of recruitment for the Paris Tourist Office when knowledge of French was declared an *essential* qualification. It is therefore not possible to accept the Committee's recommendation in full. It is acceptable to the extent that knowledge of a foreign language besides English has already been laid down as a *desirable* qualification though it is not mentioned amongst the *essential* qualifications. Further, steps are being taken to ensure that the staff is encouraged to learn foreign languages after recruitment.

[Ministry of T. & C. O. M. No. 2 TT(68) 56 dated 4-7-57].

The Committee observes that the pay scale of Regional Tourist Officers has been fixed at a high level. They are not fully convinced with the reasoning adduced in justification for the higher start of the pay for the Regional Tourist Officers even after allowing for a margin for the higher age limit prescribed. The Committee would like to observe that the duties of the Regional Tourist Officers are not so onerous as to require more than double the minimum of an officer in the junior cadre of the I.A.S. Suitable revision of the scale commensurate with the responsibilities appear to be necessary.

The original pay scale of the post of R.T.O. fixed in 1951 was 600—1150. At the first two selections held for these two posts in 1951 and 1953 by the U.P.S.C. it was found that from the open market only one candidate as against four posts could be found. As we were in urgent need of officers, the U.P.S.C. agreed to appoint two candidates who were originally not on the approved list. Consequently in April, 1954, the pay scale was revised in consultation with the Finance Ministry to Rs. 720—4000—50/2—1150. Even after the starting pay was raised to Rs. 720.00 it has not been found

possible by the U.P.S.C. to find an adequate number of suitable persons from the open market at the two selections held since 1954. In this connection it may be noted that the function of an R.T.O. are partly administrative and partly public relations. Secondly, he is the Head of the office. Thirdly he/she has also to serve as Director of a foreign Tourist Office where the Director represents the country in a large sector of travel industry and has to deal with more highly paid executives of some Government Tourist Offices of other countries. His responsibilities quantitatively are qualitatively are higher than those of an Information officer in the Press Information Bureau or a News Editor in All India Radio. The starting pay of the Information Officers and Editors under the I. & B Ministry is Rs. 720.00.

Thus keeping in view both the nature of an R.T.O's duties and responsibilities and the fact that the past experience has shown that the present scale is not high enough, it is not possible to reduce the starting pay of the Regional Tourist Officer's post.

[Ministry of T. & C. O. M. No. 2-TT(68)56,
dated 13-9-57].

The Committee understand that a list of enhanced powers which should be given to the Regional Tourist Officers has been prepared and draft orders framed. The orders have not yet been issued because some of the matters required discussion with other Ministries. The Committee suggest that in order to avoid further delay, orders can be issued on those points on which final decision has already been taken.

The following powers have been delegated to the Regional Tourist Officers and necessary orders in this connection have been issued as directed by the Estimates Committee. Further orders on the subject will be issued as and when agreement with concerned Ministries is reached:—

(a) *Recurring Expenditure* : The Regional Tourist Officers are delegated powers to sanction recurring contingent expenditure not exceeding Rs. 10.00 p.m. in each case.

(b) *Non-recurring Expenditure* : In supersession of the monetary and other limits laid down in Appendix 8 to the General Financial Rules Vol. II, the Regional Tourist Officers are delegated full powers to incur non-recurring expenditure on contingencies and purchase of stores other than for works subject to the availability of funds from within their Budget Grant and the amounts that may be re-appropriated thereto subsequently by Government and subject to the following restrictions :—

- (i) *Purchase of furniture* : The expenditure on any one item shall not exceed Rs. 500.00.
- (ii) *Hiring of furniture* : The expenditure shall not exceed Rs. 100.00 in any one year.
- (iii) *Petty local purchase of Stationery Stores* : [Rules 8 (b) Appendix 10 General Financial Rule Vol. II] : The expenditure shall not

exceed Rs. 200·00 in any one year. The existing monetary limit of Rs. 15·00 for each occasion is abolished.)

(iv) The above delegation shall not apply to expenditure on entertainment which will be governed by separate orders.

(v) *General restrictions*: Both recurring and non-recurring expenditure will be subject to the observance of the procedural and other general directions contained in Annexure A to Appendix 8, G.F.R. and other existing rules or orders or those which may be issued in future.

(vi) *Local Printing of leaflets and handouts*: The Regional Tourist Officers have been authorised to get leaflets and handouts printed locally. The cost of printing on any one item locally printed should not exceed Rs 100·00 and the total cost of local printing during one financial year should not exceed Rs. 1500·00.

(vii) *Expenditure on items of publicity*: The Regional Tourist Officers have been authorised to incur expenditure upto Rs. 2,000·00 in any one year. Prior approval of the

Ministry should be obtained where the expenditure is likely not to exceed Rs. 100.00 and is within the powers of the Regional Tourist Officers, care should be taken to observe the usual rules and regulations prescribed for the purpose under the General Financial Rules.

(c) *Powers to appoint Class III staff and to leave to such staff* : Regional Tourist Officers have been declared as appointing authority in respect of Upper Division Clerks, stenographers and Lower Division Clerks with effect from the 28th February, 1957. This confers on them the power to grant regular leave to this category of staff and to make officiating arrangements in vacancies exceeding one month.

(d) *Touring by Tourist Officers without prior approval of the Ministry*: The Regional Tourist Officers and the Tourist Reception and Information Officers have been authorised to undertake tour to certain specified places within their respective regions without prior approval of the Ministry.

[Ministry of T. & C. O. M. No. 2-TT(68)/56, dated 19-7-57].

The Committee consider that the cost of establishment and publicity and other charges of the Regional Tourist Offices both in India and abroad have been rather on the high side,

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possibly due, *inter alia*, to the higher scales of pay given to the Regional Tourist Officers, the exorbitant rent for the buildings, occupied by the Office etc. and recommend that steps should be taken to bring down the cost of administration in relation to the amounts spent directly for promoting tourism.

are usually situated in foreign countries. The same largely applies to the Tourist Office in large cities like Delhi, Bombay, Calcutta and Madras. Office accommodation in such areas is generally exorbitantly expensive. We have tried our best to economise on this expenditure as far as possible. For instance, in London we took over premises which already belonged to Government of India, even though they were not in a first class area, and in Frankfurt we have taken premises in a second class area because we could not afford to pay the key money in a first class area. Similarly, we generally take a small floor area on the ground floor for the lounge and reception room and keep our administrative offices on the first and second floors so that the rent is not too high. As for the staff, considering the manifold increase in work and the complicated accounts for the sale of tourist publications that some of our offices have to maintain, the staff has been kept to the minimum. Some of the small offices, e.g. Darjeeling, Ooty, etc. consist of one officer, one clerk, and one peon. In view of the present urgent need for economy, the observations of the Estimates Committee have been noted and will be duly kept in mind as a guiding principle.

[Ministry of T. & C. O.M. No. 2-TT(68) 56, dated 13-9-57].

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The Committee feel that the two tendencies described in the Report of the U. N. Fellowship Study of the working of official Travel Organisations of six European Countries *viz.* those of (1) limiting expenditure on publications and spending comparatively more on reaching the public at large and (2) emphasising more on human interest than on things like architecture of cathedrals, the scenic beauty of the country side etc. need to be fostered in respect of the tourist literature produced by the Tourist Division.

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The Committee appreciate the importance of road maps and their easy availability to tourists. They, however, feel that the efforts in this direction need not be duplicated. The Committee, therefore, suggest that the issue of road maps should be entrusted entirely to the Survey Department, Dehra Dun. The Tourist Division may coordinate with the Survey Department and offer their suggestions regarding production of these road maps. It should also ensure that these road maps are readily available to the tourist at the Tourist Offices and through the Automobile Associations.

In view of the foreign exchange scarcity it would be difficult to accept the recommendation at (i) as 3/4 of the advertising budget is spent abroad. As regards (ii) the Ministry of Transport & Communications will endeavour to implement this recommendation.

[Ministry of T & C O.M. No. 2-TT(68)/56, dated 4-7-57].

A reference has been made to the Survey of India and the Ministry of Education & Scientific Research to ascertain whether the Survey of India would be in a position to produce maps of the type required by the Tourist Division. The views of the Survey of India and the Ministry of Education & Scientific Research are awaited.

[Ministry of T & C O.M. No. 2-TT(68)/56, dated 19-7-57].

The Survey of India and the late Ministry of Education and Scientific Research have since informed the Tourist Department that it is not practicable for them to collect all the material required for the preparation of tourist road-route maps. However, a scheme has been

prepared to produce road-route maps, regional maps and city maps more expeditiously. A copy of the minutes of the meeting held to discuss the expeditious preparation of maps is enclosed for information (*vide* Appendix I). It may be added that the Tourist Department has already completed the Survey of Bombay-Delhi road-route for collecting necessary data for printing a map of this route. It will be ensured that road maps are readily available to tourists at the Tourist Offices and the Automobile Associations.

[*Ministry of T. & C.O.M. No. 2-TT(68)/56, dated 22-9-58*].

21 60 In order to attract foreign tourists, the Committee consider that it would be worth-while to arrange for the sale of picture post cards with stamps affixed thereon through Post Offices so as to facilitate their purchase and use by the public. To begin with, these might be made available at the General Post Offices at the capitals of the States.

The picture post cards which have so far been produced are being distributed free. For the last two years this Ministry has not produced any picture post cards as the quality of production has not been found to be very good. In future if the Ministry decides to print picture post cards and to sell them instead of distributing them free, the Estimates Committee's recommendation will be kept in mind.

[*Ministry of T. & C.O.M. No. 2-TT(68)/56, dated 4-7-57*].

We appreciate the underlying reason for the recommendation but it is not found possible to implement it due to the following reasons :—

- (i) The Directorate of Posts and Telegraphs have regretted their inability to accept this recommendation because the work of selling picture post cards does not form part of the normal functions of the post offices.
- (ii) The P & T Directorate have been receiving representations from the Postal Unions protesting against undertaking the sale of non-postal items through the post offices.
- (iii) The work in the post offices is already very heavy and they are over-crowded.
- (iv) It is not easy to decide the worth of the stamp that should be affixed on a picture post card as the postal rates vary from country to country and by air-mail and surface mail.
- (v) Not even one per cent foreign tourists go to a post office. Generally a tourist buys picture post cards from the news-stand in or near the hotel or at the place of interest visited and mails them in the nearest mail box or hands them to the hotel porter for mailing after affixing the necessary stamps.
- (vi) It would be easier for the tourists to purchase picture post cards at their hotel

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While the Committee are glad to note that sufficient attention is being paid to the production of an adequate number of documentaries, they recommend that these documentaries should also be widely exhibited in colleges and schools all over the country so as to encourage student tourism.

The Committee are of the opinion that the interval between the meetings of the Hotel Consultative Committee is too long to be of any practical assistance and they suggest that these meetings should in future be held regularly twice a year.

It is observed that a decision was taken at the meeting of the Hotel Consultative Committee held on the 19th April, 1955 to set up a Committee for the purpose of classification of hotels. They note with regret that this decision has not been implemented though more than sixteen months have passed. They feel that this decision should have been implemented much earlier and the work of classification of hotels should have been completed before the commencement of the UNESCO Conference during this winter season.

or the site of monuments and then post them either directly from India or from any other country. If stamps are affixed before hand, the picture post cards will of necessity have to be posted from India whereas quite a number of them would probably want to carry them home for mailing to friends and relatives in view of the considerable amount of saving in postage.

We are, however, endeavouring to have picture post cards produced on a large scale and made available at various places of interest, railway and hotel bookstalls and similar other places usually visited by tourists.

[*Ministry of T. & C O.M. No. 2-TT(68)/56, dated 22-9-58*].

While the Ministry accepts the Estimates Committee's recommendation it is not possible to fully implement it at this stage due to the limited supply of films with the Tourist Offices in India. This recommendation can be effectively implemented when the Information & Broadcasting Ministry is able to fulfil our demands for films and the funds promised for

the development of Home Tourism are made available to us.

[*Ministry of T. & C.O.M. No. 2-TT(68)/56, dated 4-7-57*].

The recommendation is accepted. The second meeting of the Hotel Consultative Committee was held on the 29th April, 1957. An effort will be made to hold such meetings at shorter intervals.

[*Ministry of T. & C.O.M. No. 2-TT(68)/56, dated 4-7-57*].

The Hotel Consultative Committee again met in April this year. During this meeting the Committee expressed doubts as to the immediate need for the classification of hotels in view of the limited number of good hotels in this country and suggested that this matter be taken up after allowing some time for the hoteliers to improve the standard of their hotels and for more hotels to come into being. As an alternative a Hotel Standards & Rates Structured Committee has accordingly been constituted in the meantime to study the problem and to lay down criteria for classification of hotels. The Committee has been asked to submit its report within four months.

[*Ministry of T. & C.O.M. No. 2-TT(68)/56, dated 9-11-57*].

39 97 The Committee were given to understand that the introduction of bed and breakfast rates in hotels would be taken up after the classification of the hotels had been done. This is another reason why the classification should be completed early. However, in the meantime the Committee are glad to learn that for special purposes *e.g.* UNESCO and other International Conferences which are to be held this winter, the hotels are gradually agreeing to quote bed and breakfast rates.

The recommendation is accepted. The question of classification of Hotels need not be linked up with this recommendation.

The Estimates Committee may like to know that the Federation of Hotel and Restaurant Association of India has passed a resolution urging its members to adopt the European Plan as and when practicable. There are at present four important hotels which have already adopted this. The Ashoka Hotel has, since its inception, offered a choice between the all inclusive rate and the European Plan, according to which a tourist pays only for his room and all meals are extra. The other three hotels are the Great Eastern and the Grand in Calcutta and the Imperial in Delhi.

[Ministry of T.&C.O.M. 2-TT(68) 56, dated 4-7-57]

43 103 The Committee are glad to learn that negotiations with an expert Mr. Fuller (who has a wide experience of hotel training institutions in the U.K. and on the Continent and who is at present a Member of the technical staff of the British Education Ministry) have been completed.

The observations made by the Estimates Committee have been noted. Mr. John Fuller arrived in India on 2-10-56 and after visiting important centres in India submitted his report in December last. The Scheme contained in the report is under consideration at present.

[Ministry of T.&C.O.M. No 2-TT(68) 56, dated 4-7-57].

leted and that he is expected to arrive in India early in October, 1956 to prepare a scheme for the establishment of a Hotel Training institution in India.

(Comments of the Committee on the reply).

Action taken by the Ministry on the Report submitted by Mr. John Fuller may be indicated.

A copy of the Report in question may also be furnished.

(L.S.S. O.M. No. 34-EC-I/58, dated 13-10-1958).

A copy of the report by Mr. John Fuller on the Establishment of a Hotel Training School in India is sent herewith. The Report mainly deals with the question of setting up a Hotel Training Centre of the highest standards for training superior staff *viz.*, Managers etc. for appointment in Western Style Hotels in India. The proposal was put across to the Planning Commission who, after a great deal of negotiations, have agreed, in principle, to the proposal. The All India Hotel Federation have given a guarantee to absorb the graduates of this institute. Efforts are being made to procure the Bombay Club Building at an estimated cost of about Rs. 9 lakhs for the purpose. Ministry of Finance is also being approached for making necessary provision in this regard in the Budget Estimates 1959-60. Other subsidiary recommendations made by Mr. Fuller are also under the active consideration of this Department in consultation with the Hotel Federation *e.g.*, the Western Style Hotels have been requested to provide light Indian entertainment for foreign tourists and also have Indian decor and furnishings in their hotels.

[Ministry of T. & C.O.M. No. Dy. 2249-TT.II/58,
dated 29-10-58].

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(i) The Committee suggest that selected staff from the Catering Department of Indian Railways should also be given a brief intensive training of six months in the proposed Hotel Training School;

(i) The recommendation has been noted and will be placed before the Principal of the proposed Hotel Training School if and when one is appointed. At present it cannot be said whether the School will be in a position to give short training as suggested by the Estimates Committee.

(ii) The experience gained in running catering departments by Indian Railways should also be made available in a suitable form to this new School.

(ii) Mr. John Fuller who prepared the scheme for the establishment of a Hotel Training School in India has taken the experience of the Catering Department into account in his Report. The suggestion of the Committee has, however, been noted and will be put across to the Principal of the proposed School for such action as he may consider necessary in the matter.

(Comments of the Committee on the reply)

The latest position with regard to the opening of the Hotel Training School may be stated.

(L.S.S. O.M. No. 34-EC. 158, dated 13-10-1958).

[Ministry of T. & C.O.M. No. 2-TT(68) 56, dated 4-7-57].

The Report mainly deals with the question of setting up a Hotel Training Centre of the highest standards for training superior staff viz., Managers etc. for appointment in Western Style Hotels in India. The proposal was put across to the Planning Commission who, after a great deal of negotiations, have agreed, in principle, to the proposal. The All India

Hotel Federation have given a guarantee to absorb the graduates of this institute. Efforts are being made to procure the Bombay Club Building at an estimated cost of about Rs. 9 lakhs for the purpose. Ministry of Finance is also being approached for making necessary provision in this regard in the Budget Estimates for 1959-60. Other subsidiary recommendations made by Mr. Fuller are also under active consideration of this Department in consultation with the Hotel Federation *e.g.*, the Western Style Hotels have been requested to provide light Indian entertainment for foreign tourists and also have Indian decor and furnishings in their hotels.

[Ministry of T. & C.O.M. No. Dy. 2249-TT.II/58,
dated 27-10-58].

The Committee recommend that the suggestions regarding development of the Hotel Industry put forward at the 10th meeting of the Central Tourist Traffic Advisory Committee held in June, 1956 by the representative of the Hotel Industry should be considered sympathetically and early decisions arrived at in regard to each one of the points raised except the question of relaxation in the Prohibition Act. In this respect the Committee suggest that the facilities for consumption of liquor to foreign tourists extended by the

At the 10th meeting of the Central Tourist Traffic Advisory Committee held in June, 1956, the following points were brought by the Federation of Hotel & Restaurant Associations' of India :—
(1) (a) that there should be some provision in the 2nd Five Year Plan for the Hotel Industry ;

(b) that the Hotel Industry should be recognised as 'Industry' within the meaning of Section 2 of the Industrial Finance Corporation Act, 1948 ;

Governments of Madras and Bombay might be given by other States also.

(ii) Hotel Industry should be granted concessions such as exemptions from various Acts like the Rent Control Act, Bombay Police Act, etc. and relaxation from the Prohibition Act ;

(iii) Exemption of profits of new Hotels & Restaurants from income-tax for the first five years ;

(iv) Hotels should be allowed to get loans from foreign countries without the levy of income-tax or the amount paid as interest on foreign loans ;

(v) Land for building Hotels should be allotted on good sites at reasonable rates. There should not be discrimination between Hotels in this respect ; and

(vi) Classification of Hotels should be done in cooperation with the Hotel Federation.

The final decision whether all the recommendations are acceptable to Government will be communicated to the Estimates Committee after some time, but the present position in respect of the above items is as follows :—

Item (i) (a) above : The Planning Commission was approached to make a provision of Rs. 2 crores in the 2nd Five Year Plan for loans to Hoteliers at concessional rate of interest. The Commission did not, however, agree to the proposal on the ground that the Ministry of Finance would have to be consulted about the policy of granting loans to the industry at concessional rates.

Item (i) (b) above : The question is under consideration in consultation with the Ministry of Finance (E.A. Department)

(Comments of the Committee on the reply)

Items (ii) and (iii) above : No final decision has yet been taken in the matter.

The final decision taken with regard to the points raised by the Federation of Hotel and Restaurant Association and the suggestion made by the Committee for providing facilities for consumption of liquor to foreign tourists may be stated.

(L.S.S. O.M. No. 34-EC. I/58, in 13-10-1958)

Item (iv) above : In consultation with the Ministry of Finance (E.A. Deptt.), it has, for the present, been decided that there is no justification for the concessions which would require an amendment of the Indian Income-tax Act.

Item (v) above : For the present, no action is considered necessary on the suggestion of the Federation as no discrimination is made in allotting lands at reasonable prices to hoteliers.

Item (vi) above : It is noted that Representatives of the Federation of Hotels and Restaurants

Association should be included in the Hotel Classification Committee if and when it is set up.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 4-7-57*].

The Hotel Industry has been recognised as an Industry within the meaning of Section 2 of the Industrial Finance Corporation Act, 1958. This recognition has enabled hotels to get loans from the recently constituted Re-Finance Corporation. The other points raised by the representatives of the Hotel Industry for developing the Hotel Industry at the Tenth Meeting of the Central Tourist Traffic Advisory Committee held in June 1956 are under the consideration of this Department. The Hotel Standards and Rate Structure Committee has made similar recommendations for development of the Hotel Industry. These are also being looked into.

As regards provision of facilities for consumption of liquor to foreign tourists in places other than Bombay and Madras, it is proposed to approach Delhi Administration through the Ministries of Works, Housing and Supply and the Home Affairs to declare the Dining Room

or any other room of a residential hotel, specially set apart for only residents and their guests, as a "private place" for the purpose of the administration of prohibition rules. The question of issuing liquor permits to foreign tourists which will be valid in all the States where prohibition exists, is also under the consideration of the Government.

[Ministry of T & C. O.M. No. Dy 2249-TT.III/58
dated 27-10-58]

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The Committee are not in favour of giving grants-in-aid to the Hotel Industry. They are, however, of the opinion that Government should use its good offices to see that the hotel industry gets loans to a reasonable extent from the Banks, the State Insurance Corporation and/or the Industrial Finance Corporation.

The recommendation is acceptable. The Ministry of Finance (E.A. Deptt.) was requested to consider the suggestion of the Estimates Committee favourably and to ask the Life Insurance Corporation to agree to grant loans of appropriate amounts to deserving and enterprising persons engaged in the Hotel Industry. In reply that Ministry stated that the most the Corporation could do in assisting the Hotel Industry was in suitable cases to evaluate the hotel property and advance a certain percentage of its value as mortgage loan. The position is being explained to the Federation of Hotel and Restaurant Associations of India, Delhi, for the benefit of its members.

The question of bringing the hotel industry within the definition of 'INDUSTRIES' is at present under consideration of the Government of India. If and when the Industrial Finance

Act is suitably amended, it will be possible for the hotel industry to get loans from the Industrial Finance Corporation as well.

The general question of granting loans to the hotel industry by the Government on easy terms of repayment is under the active consideration of the Government of India.

[Ministry of T. & C.O.M. No. 2-TT (68)/56,
dated 4-7-57]

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42 122 The Committee understand that there is a proposal to build a theatre at Delhi costing about Rs. 75 lakhs. The Committee suggest that, to start with, 10 theatres on a somewhat modest scale should also be built at other important places in the country.

The Ministry of Education, who are concerned in the matter, have been consulted. Their views are as follows

"While the Education Ministry welcomes the suggestion of the Estimates Committee that a number of theatres should be constructed in different parts since there is need for properly equipped theatres if the theatre movement is to be developed, the proposal will have to be considered in consultation with the Ministry of Finance, Planning Commission and State Governments. This is being done."

[Ministry of T. & C.O.M. No. 2-TT(68)/56,
dated 4-7-57]

139 The Committee do not appreciate the tendency on the part of the ministries of the Central Government to take over the management, control, custody and maintenance of the Rest Houses. They are definitely of the opinion that this work should be left to the State Governments. The tourist division should coordinate with the State Governments and see that the tourists are given adequate facilities to utilise these Rest Houses.

The Estimates Committee's recommendation is generally acceptable. It is not acceptable in respect of a limited number of rest houses located in important key tourist centres visited by foreign tourists in large numbers, whether these are constructed from Central funds or constructed from State funds and improved from Central funds or constructed and maintained solely from State funds. Experience has shown that when tourists ask for accommodation in a rest house managed by a State Government very often no reply is received to the request and in many cases when the Collector or the Executive Engineer does give a reply, the tourist party on arrival finds that the accommodation is no longer available. In these circumstances, it is considered necessary for the Central Government not only to retain the management of the rest houses constructed from Central funds but also to persuade the State Governments to hand over to the Central Govt. the management of rest houses at centres important from the foreign tourist angle. Where they cannot agree to this arrangement they should be persuaded to reserve a certain portion of the rest house for tourists and entrust the allotment of accommodation in that portion to Central Government Officers.

[Ministry of T. & C. O. M. No. 2-TT (68)/56, dated 22-8-57]

155 The Committee suggest that the question of granting some loans to recognised travel agents

It is not considered desirable to encourage travel agents to purchase tourist coaches because it is

repayable in easy instalments for the purchase of tourist coaches may be considered with advantage by the Ministry of Transport. The Committee would like the Tourist Division of the Ministry to check up carefully that the proposed Motor Vehicles Amendment Bill will meet their requirements from the point of view of removing handicaps of the Tourist while making Road Journeys.

a well accepted principle of the travel trade that a Travel Agent should not become a carrier or *vice versa*. A travel agent is expected to have equal consideration for all modes of transportation whether railways, airways or roadways. If he himself becomes a road transport operator, he would tend to interfere with other modes of transportation. However it has been decided to persuade the State Transport Corporations in big cities like Delhi, Bombay, Calcutta & Madras to run tourist coaches. As regards the observations of the Committee in regard to the removal of handicaps for free movement of vehicles from one State to another, a new provision has been made recently in the Motor Vehicles Act of 1939 under which special permits can be granted by a Regional Transport Authority to public service vehicles carrying tourists for moving from State to State without much hindrance.

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[Ministry of T. & C. O.M No. 2-TT (68)/56, dated 17-10-1958].

It was represented to the Committee that the existing procedure with regard to the grant of visas had not been fully followed in some cases by the Indian Embassies abroad. It was also represented that the domestic Air Transport

The first part of this recommendation concerns Ministry of External Affairs and the Department of Civil Aviation. The Ministry of External Affairs have brought these recommendations to the notice of the Indian Missions abroad for

Service does not invariably connect the international carriers. The Committee suggest that these points may be carefully examined and remedial action taken where feasible. The Committee also recommend that the difficulties experienced by the foreign tourists should be ascertained not only from the tourists who visit India through the media of sample survey, etc., but also from the various travel agents and travel bureaus in foreign countries which arrange for the visits of the tourists to this country, so that correct appreciation of the problem may be had and remedial measures taken with promptitude.

necessary action. The Department of C. A. have stated that the Indian Airlines Corporation, while preparing the time tables, always try to provide as many connections as possible with services of international carriers, keeping in view at the same time the passenger convenience, operational necessities and connection between their own services but that it would be rather difficult to provide connections at a particular point with all international services touching that point since such services arrive at various times throughout the day.

The suggestion made in the second part of the recommendation has been noted for necessary action.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 19-7-1957*].

There is, at present, too much dependence on rail transport which is inadequate. The Committee are of the opinion that steps should be taken to develop other modes of transport specially by roads and rivers, to relieve the terrific pressure on Railways. In this connection, the Committee are in full agreement with the following observations of the Sargent Committee :—

“What will be necessary is that road transport arrangements should be very carefully

The importance of the recommendation is fully recognised. The recommendation has been accepted in principle and brought to the notice of the State Governments. However, the promotion of tourist traffic by road transport involves changes to be effected in a number of procedures, rules and regulations. Necessary steps to remove the difficulties in this regard are now being taken in consultation with the State Transport Authorities.

(*Ministry of T. & C. O. M. No. 2-TT(68)/56, dated 23-11-1957*).

co-ordinated with air and train services. In this connection, the co-operation of the authorities responsible for road transport, whether official or private, will need to be secured. The Committee are also of opinion that in view of the beauty of many of India's waterways, the attractions of boat travel should not be overlooked."

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The Committee recommend that the feasibility of granting suitable concessions to students from foreign countries on their air travel to India may be taken up with the Air India International Corporation so as to encourage the visit of foreign students. The concessions proposed to be given should be publicised widely. As regards students within the country, the Committee reiterate their recommendation contained in para 32 of their Twenty-third Report on the Railway Budget for 1956-57 and hope that the feasibility of extending the concessions further will be constantly kept under review.

The implementation of the recommendation is in the hands of other Departments and Agencies. Hence the matter has been taken up with the A.I.I., Ministry of Education and the Railway Board.

[Ministry of T. & C.O. M. No. 2-TT(68)/56, dated 22-8-57].

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The Committee hope that the scheme for the construction of Youth Hostels by the Ministry of Education will be carefully guided and that it will be possible to open more Youth Hostels during subsequent years of the Plan period.

Youth Hostels are at present the responsibility of the Ministry of Education. With a view to set up a number of Youth Hostels in the country in cooperation with the State Governments, the Ministry of Education had agreed to meet 50% of the total expenditure subject to a maximum

of Rs. 20,000 for the construction of each such hostels. This ceiling has since been increased to Rs. 40,000/-. In addition to this the Education Ministry has been giving financial assistance to the Youth Hostels Association of India for its administrative expenditure. That Ministry has purchased a building at Dalhousie to convert it into a Youth Hostel.

[*Ministry of T. & C.O.M. No. 2-TT(68)/56-T.A.(I), dated 14-3-59.*]

78 As far as the Committee are aware, the Railways have no doubt made a small but significant beginning by opening Holiday Homes for Railway employees. This facility however requires to be developed gradually on a country-wide scale for all the workers, particularly in lower income groups.

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This recommendation concerns the Ministry of Labour, Ministry of Railways, and the Department of Communications and Civil Aviation. The replies received from them are as follows :—

MINISTRY OF LABOUR—

At the Labour Ministers Conference held at Hyderabad in November 1955, it was suggested that provision should be made for excursion and holiday facilities for workers. A report of that conference is awaited and on its receipt the matter will be examined further.

As regards holiday homes for workers in coal mines, the question was considered but dropped thereafter for the following reasons :—

- (1) The share of expenditure to be borne by the Coal Mines Labour Welfare Fund Colliery

owners/colliery workers was not definite. The employers did not show any interest in the proposal. Besides, the response that would be received from the workers was also not certain.

- (2) The location of the building which was to be hired was in the premises of a college at Banaras and as such the place was hardly considered suitable for the purpose in view.

MINISTRY OF RAILWAYS (RAILWAY BOARD)---

The recommendation is noted. The facility will be extended gradually.

DEPARTMENTS OF COMMUNICATIONS AND CIVIL AVIATION---

The position regarding the establishment of Holiday Homes for the workers employed in the attached and subordinate offices and the undertakings under the control of the Departments of Communications and Civil Aviation is indicated below:---

1. POSTS AND TELEGRAPHS DEPARTMENT (EXCLUDING POSTS AND TELEGRAPHS WORKSHOPS)---

So far as this Department is concerned 4 Holiday Homes are already being maintained at Simla,

Mount Abu, Pachmarhi and Matheran for the staff drawing pay upto Rs. 300/- p.m. These Homes remain unoccupied for the major portion of the year because the expenses at hill stations are beyond the reach of common men and also because attractive concessions in railway fares are not available. Holiday Homes at Baidyanath, Deoghar, Dalhousie, Jutogh and Ranikhet had to be closed as they did not prove popular. The question of taking measures for making these homes more popular is under consideration.

2. POSTS AND TELEGRAPHS WORKSHOPS :

At present no facilities for Holiday Homes exist under the Posts and Telegraphs Workshop Organisation. The Unions have been pressing for starting a holiday home early. The Labour Officer, Telegraph Workshops, Alipore has been asked to visit the sites suggested by the Unions and to formulate a practical scheme. The Managers, Telegraph Workshops at Jabalpur and Bombay have been asked to report on the offer made to them regarding the use of the Holiday Homes maintained by the Director General of Posts and Telegraphs by their staff. It is proposed to pursue the matter further as soon as the required reports have been received.

3. CIVIL AVIATION :

So far as this Department is concerned no Holiday Homes are at present being run though the CAD

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Union is demanding the establishment of such homes.

4. INDIA METEOROLOGICAL DEPARTMENT :

No Holiday Homes at present exist.

5. OVERSEAS COMMUNICATIONS SERVICE :

This Organisation agrees with the recommendation of the Estimates Committee, but so far there is no move for the setting up of Holiday Homes so far as staff employed therein is concerned as this is a small organisation.

6. INDIA TELEPHONE INDUSTRIES (PRIVATE) LIMITED, BANGALORE:

It is not practicable for the Indian Telephone Industries alone to open Holiday Homes. However, the possibility of establishing Holiday Homes by all the Central Government Industries in Bangalore is being examined.

7. INDIAN AIRLINES CORPORATION :

The Corporation has provided a Holiday Home for its employees at Mussoorie. It is also negotiating to open one Home each in South and North East India respectively.

8. AIR INDIA INTERNATIONAL CORPORATION :

The recommendation has been examined by the Corporation and they are of the opinion that since there already exist a number of other welfare schemes for its staff, the cost of which is heavy, the establishment of subsidised scheme for holiday homes is not considered necessary.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 7-4-1958.*]

The Committee recommend that suitable steps on the lines adopted in Italy for the encouragement of social tourism should be taken for the workers in this country also specially for those belonging to lower income groups. The Tourist Division of the Transport Ministry should assist the Labour Ministry in framing such a scheme to suit local conditions.

The views of the Estimates Committee were forwarded to the Ministry of Labour for comments as that Ministry is concerned with 'Social Tourism'. The Ministry of Labour have observed that firstly there is no special fund account, as in Italy, to which expenses incurred in connection with holiday tours or workers could be debited. Secondly the workers themselves prefer to utilize their leave period for visiting their families in their villages or attending to any outstanding domestic problems in their villages. Thirdly, owing to the vital economic importance of maintaining a steady progress in the rate of production, it is not possible to grant the workers leave more than once a year. In view of the reasons stated above, the Labour Ministry are of the opinion that the scheme of social tourism cannot be implemented for the present.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 17-10-1958.*]

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The Committee do not consider that it is wholly a Secretariat function to promote and develop tourism departmentally, though it is desirable for the Government to render all possible facilities for this purpose. It is for this reason that the Sargent Committee that examined the question of tourism in 1945 recommended the formation of a statutory corporation for promotion and regulation of tourism. During the course of discussion, the representative of the Ministry of Transport agreed that ultimately when the industry had developed, it might be proper to set up a corporation. He, however, felt that that stage had not yet been reached. He was, however, of the opinion that the executive functions should be separated from the policy making functions. In order to achieve this end and also to achieve more flexibility in the day-to-day work of promoting and regulating tourism in the country, the Committee recommended that a Board of Managing Directors should be set up for promotion and regulation of tourism on the lines suggested by the Committee in para 7 of their sixteenth Report on Organisation and Administration of Nationalised Undertakings. The Board may consist of four or five Members including the representatives of the Department of Archaeology, Ministry

As mentioned in the reply to the Estimates Committee's Recommendation No. 1 regarding the creation of a Directorate General of Tourism, the question of undertaking legislation for setting up a Tourist Corporation with a Board of Directors is now under the examination of the Ministry.

[*Ministry of T. & C. O.M. No. 2-TT(68)/56-T.A. (I), dated 6-3-59.*]

of Information and Broadcasting and the Ministry of Transport. At least one of the Members should be a person of experience in financial matters. The Chairman and Members of the Board should work collectively and on a functional basis. The Chairman should have in exceptional cases, where conditions demand, sufficient power to exercise his discretion, so that there is no delay or waste of expenditure. The Chairman of the Board should be directly responsible to the Minister and should not be subject to the control of the Secretariat of the Minister.

An Advisory Body should also be constituted for the purpose of advising the Chairman of the Board on various matters from time to time. The Advisory Body will only render advice and will have no powers to decide matters of policy or to give orders to execute any of their directions. The Advisory Body will invariably send a copy of their report to the Minister concerned for information. The Minister will thus be in a position to know the point of view held by the Body other than the Board. The Advisory Body will have the right of asking or calling for information on all matters—excepting those which have been specified by the Minister as being of secret nature. The Advisory Body will have also the right of unlimited criticism and will offer advice on any matters they deem fit. The Advisory Body will be kept

A Tourist Development Council consisting of the Minister of Transport & Communications as Chairman, the Minister of State in the Ministry of Transport & Communications as Vice Chairman and other Members consisting of representatives of the various Ministries, State Governments, the travel trade and public men, including a few Members of Parliament, has already been set up. The Council advises the Government on all matters relating to the development of tourism in India.

[Ministry of T. & C. O.M. No. 2-TT(68)/56 T. A.(I), dated 6-3-59.]

informed by the Board through progress reports, balance-sheets, development plans and any other schemes, which the management may have in view. The Advisory Body will consist of the representatives from hotel industry, travel trade and Members of Parliament and local Legislature.

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The question whether the Board should be responsible to the Minister of Transport or to the Minister for Information and Broadcasting should be examined by the Government.

Tourism is an integration of various services and also involves improvement of existing and provision of new facilities regarding roads and road transport, air and sea travel and Tourist publicity and dissemination of information is only one aspect of the work connected with the development of tourism. Even this, in so far as publicity in foreign countries concerned is not properly the function of the I. & B. Ministry. The Ministry of Transport Communications have given careful thought this question and have come to the conclusion that as this Ministry is responsible for the majority of the aspects concerning tourism e.g., air travel, roads and road travel, shipping ports, etc. it should more appropriately continue to deal with tourism also.

[Ministry of T. & C. O.M. No. '2-TT(68)/56'-
A.(I), dated 6-3-59.]

The Committee understand that the question of bringing in legislation on certain aspects of tourism such as hotels, guides and travel agents is being considered by the Ministry of Transport and that certain points have been drawn up on the basis of study on legislations in about 10 other countries of the world. The Committee suggest that this matter should be expedited.

The recommendation is acceptable. Regarding the hotels it was felt that before any legislative measures were considered and enquiry in the conditions of the hotel industry should be conducted. Consequently a Committee called the Hotel Standards & Rate Structure Committee was set up under a non-official Chairman in September, 1957. The Committee is expected to make detailed recommendations by the end of March 1958, and it is expected that the Committee would also suggest the lines on which legislative measures, if any, should be enacted.

Regarding legislation on travel agencies and guide no significant progress has been made as it was felt that this work should be taken up only after a separate Department of Tourism has been set up. Such a Department came into being on the 1st March, 1958, and it is hoped that this Department would now take up this work at an early date.

[Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 7-4-58].

(2) The Committee recommend that the address and telephone number of the Regional Tourist Offices may, with advantage, be included in the list of important Telephone Numbers in the respective city telephone directories.

The matter was referred to the Director General Posts & Telegraphs who has expressed his inability to include the telephone numbers of Regional Tourist Offices in the list of Important Telephone Numbers in the respective cities.

(ii) Similarly, in the concerned railway stations, air ports and important hotels, maps showing the location of and routes leading to the Regional Tourist Office may be hung up at prominent places as a measure of advertisement and in order to facilitate the tourists to locate the Regional Tourist Office easily.]

telephone directories. He has, however, suggested that Tourist Offices may insert an advertisement on this page which should equally serve the purpose. This suggestion has been agreed to and Director General, Posts and Telegraphs has been requested to intimate the cost of inserting such an advertisement.

The Railway Ministry and Director General of Civil Aviation have been requested to prepare large sized city maps indicating the location of and routes leading to Tourist Offices for displaying at railway stations and airports. Their reactions are awaited. As regards maps for displaying at hotels the Director of Advertising & Visual Publicity has been requested to prepare them and to prominently mark Tourist Offices on them.

[Ministry of T. & C. O.M. No. 2-TT(68)/56 dated 22-8-57.]

The suggestion has been accepted. Tourist Offices have been asked to indent for Government publications about the Five Year Plan and Community projects for sale in their Offices.

[Ministry of T. & C. O.M. No. 2-TT(68)/56 dated 4-7-57.]

The Committee understand that each Tourist Office sells tourist literature. The Committee suggest that various Government publications, particularly those dealing with Five Year Plans and the current topics should also be made available for sale in the Tourist offices.

About curios and other things, the Committee understand that the only step that the Ministry of Transport has taken so far is to have persuaded various state Government Emporia that in lieu of allowing them to display their goods in the Regional Tourist Offices in the windows and display cases, they should give either free of charge or for a small value of Rs. 2/- or Rs. 3/- each, souvenirs upto Rs. 1,000 or 2,000 a year which could be given to distinguished tourists as gestures of courtesy.

Regional Tourist Offices, Calcutta and Bombay are getting souvenirs worth Rs. 1,500/- and Rs. 200/- from the Bengal Home Industries and Khadi and Village Industries Board respectively in lieu of displaying their goods in show windows free of cost. The Regional Tourist Offices, Delhi and Madras are negotiating with respective emporia for obtaining souvenirs. Besides, this the Ministry has brought out a guide called 'Shopping in India, and has printed in guide books & inserts names of emporia and shopping centres where souvenirs can be bought. This is done with a view to promoting the souvenir industry.

[Ministry of T. & C. O. M. No. 2-TT(68)/56 dated 19-7-57.]

The estimates of earnings from tourists in the Second Plan have been arrived at on the basis of the rate of increase in the number of tourists since 1951. It would be interesting to watch how far these estimates turn out to be true.

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(Comments of the Committee on the reply.)

The actual earnings from Tourists Year-wise for the years 1956 and 1957 may be stated.

(L.S.S. O.M. No. 34-E.C.I./58 dated the 13th October, 1958).

The contents of the observation have been noted.

[Ministry of T. & C. O. M. No. 2-TT(68)/56 dated 4-7-57.]

The foreign exchange earnings from foreign tourist traffic, as assessed by the Reserve Bank of India, for the years 1956 and 1957, were Rs. 15.5 crores and Rs. 16 crores respectively.

[*Ministry of T. & C. O. M. No. Dy. 2249—T.T.II/58, dated 27-10-58.*]

95 217

The Committee understand that between 1954 to July, 1956, about 156 talks and other programmes have been given over the External Services of the All India Radio in the 'Discover India' series. A large number of talks on places of tourist interest have also been broadcast in the home services of the All India Radio from Delhi and other stations. The Committee suggest that these talks should be compiled edited and published in the form of a book. The Committee are sure that such a publication would be of great interest both to the foreign and home tourists.

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In all 39 talks have been broadcast over the External Services of All India Radio in the 'Discover India' series out of which 25 talks have been selected by the Publications Division of the Ministry of Information and Broadcasting for use. The talks cover a variety of subjects on most of which this Ministry have already brought out folders, guidebooks etc. To publish a pamphlet on these will therefore be a duplication of the work. The purpose which the talks are intended to serve is considered to be more than met by the literature already brought out by the Tourist Deptt. The best use that can be made of these talks is therefore to reproduce them in the 'Traveller in India' a monthly journals that is being published by the Tourist

Department. The style of writing of these talk is also considered to be more suited for journal and magazines than for pamphlets.

[Ministry of T. & C. O.M. No. 2-TT(68)/56 dated 31-10-58.]

96 218 The Committee suggest that the examination of proposals submitted by State Governments for the development of game sanctuaries may be completed without further delay and steps initiated during the current year itself for developing these sanctuaries.

A provision of Rs. 138.69 lakhs was included in the Second Five Year Plan of the First Departments of the State Governments for wild life preservation schemes, 50% of the non-recurring cost of which was to be met by the Central Government in the Ministry of Food & Agriculture. That Ministry have held that these schemes can include expenditure on provision of accommodation and other facilities for tourists visiting game and bird sanctuaries. In consultation with the Planning Commission it has, therefore, been decided that the provision of Rs. 3.00 lakhs for game sanctuaries in the tourist plan should be deleted and the amount utilised for other purposes. The State Governments have been advised that their department dealing with tourism should ensure that amenities for tourists in the game sanctuaries are included in the schemes taken up by the State Governments with the assistance from the Union Ministry of Food and Agriculture under the wild life preservation scheme and that copies of references made by the State Governments to the Food and Agriculture Ministry should be endorsed to

the Ministry of Transport and Communications.

[*Ministry of T. & C. O.M. No. 2-TT(68)*] 56 dated 1-3-58.]

97 220 Recommendation that the feasibility of utilising buildings like bungalows of former Indian Princes lying vacant be examined and attempt should be made to construct, as far as possible, Govt. owned building, rather than paying heavy rents as this will be more economical in the long run; and that the Govt. should chalk out a plan by which the Govt. have not to spend as much as it is spending on rents now in respect of buildings occupied by the Tourist Offices in India and abroad.

The feasibility of utilising the buildings of the former Indian Princes has been examined and it is found that none of these buildings is suitable for the Tourist Offices which have necessarily to be in a locality near the offices of the travel, trade or air booking offices with a view to keeping closer liaison with them and to render assistance to the tourists.

The proposition of constructing Govt. owned buildings in India is being considered and by stages it will be possible to provide Govt. owned buildings in India subject to availability of funds. The position is different in regard to offices abroad. The main difficulty there is the non-availability of a suitable plot or building for purchase in a locality ideal for the Tourist Office and the tight position of funds particularly in foreign exchange.

The rents paid in respect of the accommodation at present occupied by the Tourist Offices in India and abroad are not considered unduly

high taking into account the fact that these buildings are located in Central places of business and the rents prevalent in the locality. As regards the premises in India, the rent is usual lypaid after obtaining a certificate from the P.W.D. as to the non-availability of suitable Govt. accommodation and the reasonableness of the rent.

[Ministry of T. & C. O. M. No. 2-TT(68)/56
dated 17-10-58].

CHAPTER IV

Replies of the Government that have not been finally accepted by the Committee

S. No. of the recommendation	Reference to para No. of the Report	Summary of recommendations	Reply of the Government	Comments of the Committee.
1	2	3	4	5
42	102	In view of the fact that the Hotels are not properly advertising that tips should not be given the Committee recommend that the Hotels should be categorically informed that unless they prominently display in the rooms of the Hotels and also in the printed cards the fact that since 10% is being collected as service charge, tips should not be paid, their names will not be included in the Hotel Guide published and circulated by the Ministry	The recommendation is accepted in principle. However, it is considered that the mere display of 'No Tipping' signs on boards in the Hotel rooms is not going to be of much use unless the Hotel Staff are themselves disciplined or the Hotel Management are in a position to enforce such a discipline. The suggestions made in this recommendation have been brought to the notice of the Hotel Consultative Committee representing	The decision on the question of legislation pertaining to 'tips' may be expedited.

of Transport. The fact that the hotels are observing the instructions issued by the Ministry may be verified by officials of the Ministry during the course of their periodical visits to the hotels and the names of such hotels which do not abide by the instructions should be excluded from the subsequent edition of the Hotel Guide. The Committee suggest that the Ministry may also take it up with the Hotel Federation of India that a suitable code of conduct should be laid down and observed by all its members. Importuning by the Hotel staff for the payment of tips, in spite of the fact that 10% service charges have been paid, is an evil practice which should be put a stop to. It is, however, equally necessary to see that the service charges collected are properly distributed to the staff according to some suitable formula to be laid down.

The Committee are of the opinion that there is even greater scope for introducing

all the major hotels in this country at a meeting held on the 29th and 30th April, 1957. The hoteliers have assured their full co-operation in this respect. However, in the absence of necessary legislative backing, the Tourist Division may not be able to exercise effective control over the hotels.

[Ministry of Transport & Communications O. M. No. 2-TT (68)/56 dated 19-7-57.]

The Committee suggest that the Ministry should examine expeditiously the possibilities of

I	2	3	4	5
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the scheme of paying guests in Bombay and Clacurta than in Delhi.

introducing the paying guest system to a larger extent.

cutta have asked to examine the possibilities of introducing 'paying guest' scheme in these cities in consultation with their respective Regional Tourist Traffic Advisory Committees and the State Government Officials concerned. We have already received the proposal in this regard from our Regional Tourist Officer, Bombay. It has been suggested to the R.T.O. that before the scheme is given effect, the reactions of the State Government and of the Regional Tourist Traffic Advisory Committee, Bombay may be obtained and communicated to this Ministry for consideration and approval. The receipt of R.T.O.'s comments is awaited.

As regards Calcutta, R.T.O. has been requested to prepare a scheme for introducing the paying guest system, and to discuss it with the Govt. of

West Bengal and the Regional Tourist Traffic Advisory Committee, Calcutta, before submitting his proposal to this Ministry. The receipt of the proposal is awaited.

[*Ministry of Transport and Communications O.M. No. 2-TT(68)/56 dated 4-7-57*].

Please see para. 1 of Chapter I.

The Committee regret to learn that in spite of the recognised policy of encouraging indigenous and small scale industries, the Government should consider it necessary to import foreign crockery for the Ashoka Hotel and thus set a bad example to the hotel industry. The Committee do not see any reason why the quality of Indian crockery cannot be brought to an acceptable standard. The Committee therefore, recommend that the practice of issue of import licences for buying foreign crockery should be stopped and the Development Commissioner of the Small Scale Industries should be asked to investigate

The recommendation of the Estimates Committee is accepted and will be borne in mind while recommending import licences to hoteliers.

A copy of the observation of the Estimates Committee regarding the purchase of foreign crockery by Ashoka Hotel was sent to the Ministry of Works, Housing and Supply who have stated that—
“in view of the fact that there was very little time left to get the indigenous manufacturers to produce in quality and quantity the crockery desired by them the Ashoka Hotels Limited had to obtain their requirements from abroad. The Hotel is, how-

the problem immediately and take steps to see that the requirements of crockery of the acceptable standard are fully met from the indigenous sources. Given a clear idea of the required standard and firm orders, the Committee do not see any reason why the indigenous sources should be not in a position to meet the requirements. The Committee do not approve the frittering away of the limited foreign exchange in buying consumer goods which are readily available in the country.

ever, now in touch with the indigenous manufacturers for its future requirements of crockery.”

A copy of the recommendation of the Estimates Committee was also forwarded to the Development Commissioner of Small Scale Industries (Ministry of Commerce and Industry) who has stated that the following steps have been taken to improve the standard of manufacture and development of the ceramic industry by establishing extension / training-cum-production centres.

(a) A training-cum-production centre for cups and saucers has been set up at Khanapur in the Western Region.

(b) Proposal for setting up of an Extension Centre for ceramics at Belghoria in the Eastern Region is under consideration.

(e) In general, technical officers of the Institutes go round and render advice for improvement on-the-spot to the small scale manufacturers.

The Development Commissioner, Small Scale Industries has, however, stated that the production of crockery in the small scale sector at present is not upto the standard which will be acceptable to big hotels who cater for foreigners. It is, therefore proposed that pending the improved production-qualitatively and quantitatively of crockery by the indigenous manufacturers, to recommend the importation of a nominal quantity of foreign crockery to replace the quantities of such crockery damaged due to constant use.

[Ministry of T. & C. O. M. Nos 2-TT(68)/56 dated 19-7-57].

Please see para 2 of Chapter I.

The Committee hope that the The Regional Tourist Officers are making efforts to arrange such performances. The Regional Tourist Offices at Calcutta, Madras and Delhi

will also emulate the efforts made by their sister office in Bombay regarding cultural performances to be given by a group of talented artists for tourists and arrange for similar shows in their respective cities. The cooperation of local cultural and arts bodies, and Indian cultural institutions like the Sangeet Kala Akadami, the Little Theatre Group etc. and Government departments like the All India Radio may be solicited in the matter. The growth of a network of small theatres all over the country, referred to earlier, will give a great fillip to such activities.

Tourist Offices have also organised cultural performances for visiting tourist groups, travel agents etc. as and when required. It may be pointed out however that these are but isolated efforts to organise cultural shows for the benefit of tourists. What is required is a regular theatre movement as prevalent in Western countries and this can only be initiated by the various Academies and cultural organisations and the Tourist Offices will no doubt lend their full cooperation in such matters. It is fully recognised that a more sustained and systematised effort is needed for the achievement of the purpose in view.

[Ministry of T.&C. O.M. No. 2-TT(68)/56, dated 4-7-57.]

The Committee are glad to learn that a provision has been made for the construction of

The Committee recommend that the construction of low income group rest houses should be

low income group rest houses in about 25 places in Part I and Part II of the Second Five Year Plan of the Ministry of Transport. The Committee were informed that Part II in fact entirely provides for Rest Houses and other facilities for tourists in the middle income group. The Committee would like to stress that adequate attention should continue to be paid to the construction of such Rest Houses all over the country not only for the foreign tourists but also for the home tourists.

when framing future plans regarding development of Tourist centres expedited.

[Ministry of T. & C. O.M. 2-TT (68)/56, dated 19-7-57.]

74 166 The Committee suggest that the various concessions allowed to students for promoting student travel should be widely publicised in schools and colleges. This recommendation concerns the Ministry of Education and Scientific Research who have already been requested to implement it. Please see para 3 of Chapter I.

[Ministry of T.&C. O.M. No. 2-TT(68)/56, dated 22-8-57).]

3 215 India has a very rich heritage of ancient monuments. There must be tens of thousands of them but the Committee understand that the Ministry of Education and Scientific Research (Department of Archaeology) should be obtaining from the Ministry of Scientific Research the requisite information should be obtained from the Ministry of Scientific Research.

1	2	3	4	5
	94	216	<p>derstand that the Government of India have declared only about 4,000 monuments to be of national importance. It is essential that the Archaeological Department should keep these monuments in perfect condition and in case where there is no controversy about the original type of the structure, a certain amount of re-novation should be done as is done in various countries of Europe.</p>	<p>who have been requested to take necessary action.</p> <p>The Committee will be informed in due course of the action taken by the Department of Archaeology.</p> <p>[<i>Ministry of T. & C. O.M. No. 2-TT(68)/56, dated 4-7-1957.</i>]</p>
			<p>Not only should these monuments be protected and looked after with care, but also there should be metalled roads linking these monuments with the main roads, or national highways, thus making the monuments easily accessible to the tourists.</p>	<p>and Cultural Affairs expeditiously and furnished* to them.</p>

*Since the finalisation of this Report a further reply was received from the Ministry of Scientific Research and Cultural Affairs, Govt. of India, New Delhi, with their O.M. No. F. 5-105/58-C.I. dated the 26th March, 1959. This is reproduced in Appendix II.

CHAPTER V

Recommendations in respect of which final replies of the Government have not been received

Serial No. of the recommendation	Reference to para No. of the Report	Summary of recommendations
1	2	3
*5	27	The Committee are of the opinion that the number of tourists that visited India during the past three years is the only dependable guide for deciding whether an independent Tourist Office should be opened in a foreign country. They are of the view that unless the tourist traffic figures clearly justify the opening of a separate tourist office, the work of disseminating tourist literature and providing factual information to the potential tourists should be entrusted to the staff attached to the Indian Embassies and Consulates.
6	28	The Committee are not fully satisfied about the justification of opening Tourist Offices at Sydney and Frankfurt in Australia and West Germany respectively. As a matter of fact, the nationality-wise figures of tourists coming to India during the past five years (as given in Appendix II) indicate that Japan has a greater claim for a tourist office than Australia. They have, however, no objection to the opening of these two offices purely as an experimental measure for one year. The position should be reviewed after one year and unless there is a substantial increase in the number of tourists, these offices should be closed down. The Committee also suggest that one tourist office should be similarly opened as an experimental measure in Japan especially because there is not a single office in the Far East.

*Since the finalisation of the Report a further reply was received from the Ministry with their O.M. No. 2-TT (68)/56—T.A. (I) dated the 2nd April, 1959. This is reproduced in Appendix III.

1	2	3
10	33	The Committee also recommend that the staff in the tourist offices should be encouraged to learn foreign languages by offering them suitable inducements.
12	36	The Committee understand that 33 1/3 % of the post of Regional Tourist Officers have been reserved to be filled in by promotion of departmental candidates and 66 2/3 % by direct recruitment. The Committee suggest that this percentage should be raised to 50%. A minimum of five years' service as an A.R.T.O. should be laid down as one of the conditions for promotion. This will serve as a good incentive to the new recruits joining service as A.R.T.Os.
17	51	It was pointed out that the centralisation of the editing production and publishing work by the Ministry of Information and Broadcasting had resulted in heavy delays in the past. It was suggested that the work of editing, production and publishing of tourist literature should be entrusted to the Tourist Division of the Ministry of Transport. The Committee do not agree with this suggestion. They feel that such delays can be minimised by proper planning and co-ordination.
**18	53	The Committee suggest that the sanction for the purchase of the duplicating machine for the Regional Tourist Office at Calcutta should be expedited.
**30	85	It is often noticed that the staff of the Archaeological Department posted in charge of the various monuments act as guides. It would, therefore, be advisable to arrange in collaboration with that Department that such staff also get the advantage of the guide training courses arranged by the Ministry of Transport. The Committee also suggest that the trained guides should be encouraged to prepare suitable publicity material bringing out salient features of the places of tourist interest for publication. They may be suitably remunerated for this type of work.
33	89	The Committee also suggest that minimum educational qualifications should be prescribed for the future training courses of guides. The Committee were informed that lectures by eminent

**Since the finalisation of the Report a further reply was received from the Ministry with their O M No 2-77 (68)/56-T. A. (I) dated the 30th March, 1959.

1	2	3
		authorities on the various subjects were arranged for the training courses of the guides. The Committee suggest that these lectures should be collected in the form of a book and published for the benefit of guides, travel agents, staff of the tourist offices and other parties interested.
**51	115	The Committee were given to understand that an air-conditioning unit obtained from indigenous sources is costlier than the one obtained from abroad. All the same the Committee would recommend that no import permits should be granted for purchasing these units from abroad. The Committee would go to the extent of saying that it does not matter if the progress in regard to air-conditioning of hotels in the country is slow due to the policy of encouraging indigenous products.
***63	142	The places of temporary abode for the travellers have been given different names in different parts of the country, such as Rest Houses, Dak Bungalows, Travellers' Bungalows, Circuit Houses etc. The existing names are very confusing not only to the foreign tourists, but also to the people within the country. The Committee understand that the matter of assigning a uniform name is already under reference with the State Governments. The Committee recommend that early decision should be taken in this matter.
71	159	It was also represented to the Committee that the route from the Calcutta Air Port to the important hotels in the city is very much congested and passes through filthy surroundings and that this creates a very bad first impression in the minds of the tourists, as also the transit passengers. The same is the case with Bombay also. The Committee suggest that the matter should be taken up with the Governments of West Bengal and Bombay at a sufficiently high level, and remedial measures taken. Feasibility of providing alternative routes from the air-ports to the important hotels, through cleaner surroundings should be examined.

***Please see footnote at pre-page.*

****Since the finalisation of the Report, a further reply was received from the Ministry with their O. M. No. 2-TT (68)/56 (I) dated the 3rd April, 1959. This*

1	2	3
84	192	A recognised travel agent becomes entitled to sell railway tickets and enters into agreements with individual railways. However, this recognition does not entitle him to sell air tickets as the I.A.C. maintain a separate list of approved travel agents who can sell their tickets. The Committee recommend some sort of uniformity in this matter.
98	221	The Committee hope that the target date of 31st December 1956 for the issue of the departmental manual for the guidance of the tourist offices will not be exceeded.

NEW DELHI ;
The 28th March, 1959.

BALVANTRAY G. MEHTA,
Chairman,
Estimates Committee.

APPENDIX I

(Vide Serial No. 20—Para 56 of Chapter III)

(Minutes of the Meeting held on 14-2-1958)

A meeting was called by the Minister of Shipping on February, 14, 1958, to discuss the ways and means of bringing out tourist maps, in particular road maps of India, expeditiously. The following were present :—

1. Shri Raj Bahadur, Minister of Shipping.
2. Shri Goverdhan Lal, Additional Consulting Engineer (Roads) Roads Wing, Ministry of Transport and Communications.
3. Col. R. S. Kalha, Director of Map Publications, Survey of India, Ministry of Education and Scientific Research.
4. Shri S. N. Chib, Deputy Secretary, Ministry of Transport and Communications.
5. Shri L. R. Nair, Director of Advertising and Visual Publicity, Ministry of Information and Broadcasting.
6. Miss Anjani Mehta, Liaison Officer, Ministry of Transport and Communications.

The Minister in his opening remarks pointed out that it was important to have accurate road maps for which there was a great demand and which were not easily available in the market. He then said that a machinery should be devised whereby not only road maps could be brought out expeditiously but also kept up-to-date frequently. The regional maps brought out by the Surveyor-General for the Tourist Division were very useful but were not up-to-date. The date line of the maps showed that two were printed in 1954 and one in 1955, whereas tourists were bound to ask for latest maps, Shri Chib remarked that there was a demand for four types of maps 1. City/Town maps. 2. Road and Communications maps. 3. Pictorial regional maps and 4. Specialised maps pertaining to subjects like shikar, fishing etc.

So far the Tourist Division had brought out maps of categories (1) and (2) only. The city/town maps were being prepared and printed by the Director of Advertising and Visual Publicity on the information supplied by the Tourist Division whereas the regional road maps were prepared and printed by the Surveyor-General of India. As regards maps in categories (3) and (4) it was felt that they could be brought out at a later stage when the Tourist Division had more staff and gained experience in the production of maps. Col. Kalha said that map production was a highly specialised work which required trained and adequate staff if work had to be executed accurately and expeditiously. To illustrate his point he said that the National Atlas Organisation had a staff of about 80 out of which at least 14 were cartographers. And with all this staff they would take several years to bring out a complete series of maps of India. Shri Goverdhan Lal pointed out that the main snag was the difficulty in collecting up-to-date information regarding roads. They had to rely upon the State Governments for the required information and it was his experience that it was difficult to obtain it from the State.

Governments and their Executive Engineers on a regular basis. There were 500 or more Executive Engineers, in the country who were busy with their own work and apparently found it difficult to keep sending road information.

The Minister desired that there should be (a) a long range programme and (b) a short term programme for map production. The meeting then concerned itself with measures to be taken to fulfil the immediate programme as observed by the Minister.

The following programme was therefore agreed to :—

1. The Road Wing should write to the State Governments requesting them to send 3 blue prints containing information about metalled roads already constructed in their region. Thereafter the Executive Engineers should supply regularly each month the progress made in the construction of new roads and improvements in the existing ones to the Surveyor-General of India. Col. Kalha agreed to follow up the letter with reminders, if need be, and to get the information checked by the field workers attached to the office of the Surveyor-General. In addition the Minister very kindly agreed to write to the State Chief Ministers or State Public Works Department Ministers explaining the scheme and asking for their co-operation in this matter.

2. The information to be collected would be as follows :—

- (i) Through Routes ;
- (ii) Other Main Roads ;
- (iii) Motorable Roads subject to whether pack-track ;
- (iv) Places where delay may occur—usually arrangements available ;
- (v) Places where delay may occur—no arrangements available ;
- (vi) Railways Broad or Metre Gauge : others ;
- (vii) Places of Tourist Interest ;
- (viii) Places with Western Style Hotels ;
- (ix) Places with Boarding and Lodging arrangements ;
- (x) Places with lodging only ;
- (xi) Places without food or lodging ;
- (xii) Places where petrol is available from pumps, From cans ;
- (xiii) Boundary : International ;
- (xiv) Boundary : State ;
- (xv) Mileage on Roads Between Black Dots ;
- (xvi) Aerodrome.

It was decided that the Roads Wing will collect information about items (i) to (v) above and send it to the Surveyor-General, the Tourist Division will collect information on Items (vii) to (xiii) for supplying to the Surveyor-General and the Surveyor-General will check information about items (vi) and from (xiii) to (xvi).

3. Shri Chib said that since the material has to be obtained expeditiously covering the whole country. It would not be possible to collect it with the existing staff strength in the Tourist Division and that he would have to appoint an Officer of the rank of Assistant Regional Tourist Officer and typist for a period of one year under the Ministry's power to cope with the

work. Col. Kalha said that the Surveyor-General would be able to revise and print the regional road maps which they had already printed or were printing for the Tourist Division. He said that it would, however, not be possible for the Surveyor-General to undertake the preparation of completely new maps with the existing staff.

4. The accuracy of the maps should be of at least one year, and the maps should be printed once a year.

5. The Tourist Division would give its requirements (print-order) of these maps to the Surveyor-General. The copies meant for the Tourist Division would have back-up material giving information regarding places of interest, accommodation etc. Shri Goverdhan Lal said that he would give requirements (print-order) of the Roads Wing for the maps separately as they would not require the back-up material.

6. The remaining copies would be put on the market for sale by the Surveyor-General through their map sales offices.

It was pointed out that it would take at least 6 months to collect the material and revise the maps and thereafter to print them. In order to meet the pressing demand for these maps it was decided that :

- (i) The print order of the regional road maps under print and at proofing state should be raised to 4,000 copies.
- (ii) The surveyor-General to reprint 4,000 copies of the 3 regional road maps already printed incorporating as much information about roads and accommodation as is readily available.

City/Town maps

Shri L. R. Nair said that he had at present a staff of only three to cope with the work of preparing city/town maps for the Tourist Division. A post of cartographer had been advertised over a year ago but the Union Public Service Commission was unable to select a suitable candidate. The experiment of employing retired cartographers from the Surveyor-General had been tried out but without much success. It was suggested that the Director, Advertising and Visual Publicity should recruit about six draughtsmen and send them to Surveyor-General's Office in Dehra Dun for training. Col. Kalha agreed to give them proper training in map production. It was also suggested that the Director, Advertising and Visual Publicity should sell the maps printed by him at cost price, through the Publications Division. Shri Nair said he would look into the matter.

Road Itinerary Folders

Shri Chib explained that the Tourist Division had undertaken a scheme of surveying important road route connecting tourist centres for the purpose of bringing out road itinerary folders. A team was already surveying the Bombay—Delhi route. He inquired whether the Surveyor-General would be able to prepare the maps on the basis of the information collected by this team. Col. Kalha pointed out that it would not be possible for the Surveyor-General to prepare new maps, but they can give to the Director Advertising and Visual Publicity blue prints in the scale of 1"=8 miles for preparing maps for the road itinerary folders.

In a preliminary discussion in Shri Chib's room it was agreed to experiment with a scale of 1"=8 miles in drawing the road itinerary maps. It was also agreed that only those details which were required should be introduced in the map and that to begin with a stretch of 100 miles should be drawn to see

APPENDIX II

(Vide S. Nos. 93 and 94 Chapter IV)

Copy of O.M. No. F.5-105/58—CI dated the 26th March, 1959, from the Ministry of Scientific Research and Cultural Affairs, Government of India New Delhi.

SUBJECT : *Action taken by Government of India on the recommendations contained in the 34th Report of the Estimates Committee pertaining to the Ministry of Transport on Tourism.*

The undersigned is directed to refer to the Lok Sabha Secretariat O. M No. 34-ECI/58 dated 13th October, 1958, on the subject mentioned above, and to forward herewith the comments of this Ministry on recommendations Nos. 93 and 94 contained in the 34th Report of the Estimates Committee pertaining to the Ministry of Transport on Tourism.

*Statement showing the progress of Action taken on the recommendations Nos. 93 and 94 in the 34th Report
of the Estimates Committee on Tourism.*

Sl. No. in the Report	Ref. to Para. No. of the Report	Further Action/Information required by the Committee	Further action taken or proposed by the Government
1	2	3	4
93	215	The Committee recommend that the requisite information should be obtained from the Ministry of Scientific Research and Cultural Affairs expeditiously and furnished to them.	Every effort is made to keep all monuments of national importance in good repair and generally the standard of maintenance in India has received the appreciation of archaeologists from Europe and America. It is, however, recognised that there may be occasional deviations from the highest standard due to limitations of funds and staff.
		In accordance with item 67 of the 6th Schedule of the Constitution, the Union Department of Archaeology is responsible for maintaining only those ancient and historical monuments that have been declared to be of national importance. Attention of State Governments has been and is being drawn to the need of proper maintenance of other monuments.	

In accordance with the present policy of the Department of Archaeology, renovation of monuments is not encouraged. The practice in Europe differs from country to country but on the whole archaeologists place greater emphasis on preservation and maintenance rather than renovation. Models of reconstructions of important monuments are however sometimes placed in site or other museums.

94 216 The Committee recommend that the
 requisite information should be
 obtained from the Ministry of Scien-
 tific Research and Cultural Affairs
 expeditiously and furnished to them.

Maintenance of roads outside the boundaries of the monuments of national importance is the responsibility of the State Governments concerned, but whenever there is any lack of suitable communication, attention of the Government concerned is drawn to it. Such action has often led to a marked improvement in communications.

APPENDIX III*

Statement showing the progress of action on the recommendations Nos. 5, 18, 30, 51 and 63 in the 34th Report of the Estimates Committee on the Ministry of Transport—Tourism

erial No. of the commen- dation	Reference to para No. of the Report	Summary of Recommendations	Reply of the Government
5	27	<p>"The Committee are of the opinion that the number of tourists that visited India during the past three years is the only dependable guide for deciding whether an independent Tourist Office should be opened in a foreign country. They are of the view that unless the tourist traffic figures clearly justify the opening of a separate tourist office, the work of disseminating tourist literature and providing factual information to the potential tourists should be entrusted to the staff attached to the Indian Embassies and Consulates".</p>	<p>The recommendation is accepted partially. However, it may not be always possible to go by the sole criterion of tourist arrivals from a given country before a Tourist Office is opened there. Other important criteria such as the tourist trends in that country, the disposable income of the public interest in travel among the population along with their capacity to understand and take interest in India, their susceptibility to tourist publicity and travel promotion, and the encouragement given by the Government of that country for travel abroad have also to be taken into consideration. Nor can the work of dissemination of tourist information and/</p>

*These replies could not be considered by the Committee since they were received after the finalisation of the Report.

travel publicity be entrusted to the Embassies/ Consulates staff in all cases since travel promotion is a specialised work and at least in important countries where there are rich potentialities for such promotion, it is considered advisable to open Tourist Offices manned by people experienced in and having the necessary background of travel promotion.

The Committee suggest that the sanction for the purchase of the duplicating machine for the Regional Tourist Office at Calcutta should be expedited.

The purchase of one Rex-Rotary Duplicator Model D280 EAU at a cost of Rs. 2,062-34 was sanctioned in March 1957 for the Tourist Office, Calcutta. The machine was actually installed in October 1957.

It is often noticed that the staff of the Archaeological Department posted in-charge of the various monuments act as guides. It would, therefore, be advisable to arrange in collaboration with that Department that such staff also get the advantage of the guide training courses arranged by the Ministry of Transport. The Committee also suggest that the trained guides should be encouraged to prepare suitable publicity material bringing out salient features of the places of tourist interest for publication. They may be suitably remunerated for this type of work.

The Archaeological Department appointed four guides two years ago, one each at Ellora, Ajanta, Sanchi and Sarnath. According to that Department, these guides do not need any further training, because they have already been briefed and gained considerable experience. As for the other guides who function with the approval of the Archaeological Department at the Taj Mahal, the Agra Fort, Fatehpur Sikri and the Red Fort in Delhi, they are semi-literate persons and whose functions are hereditary. They also look after the general cleanliness of these monuments. As such it would be difficult to impart any training to them for making them more

acceptable as guides. They are also averse to other trained guides being introduced in those places.

As regards the recommendation that trained guides should be encouraged to prepare suitable publicity material on places of tourist interest for publication, this Department has organized a competition whereby trained guides have been asked to submit written commentaries on places of tourist interest for which three prizes have been offered. These are Rs. 150/- as first prize, Rs. 100/- as second prize and Rs. 50/- as third prize. The three best commentaries and any others which are considered suitable will be published for the general guidance of all guides.

The Committee were given to understand that an air-conditioning unit obtained from indigenous sources is costlier than the one obtained from abroad. All the same the Committee would recommend that no import permits would be granted for purchasing these units from abroad. The Committee should go to the extent of saying that it does not matter if the progress in regard to air-conditioning of hotels in the country is slow due to the policy of encouraging indigenous products.

The Recommendation is acceptable in so far as the grant of import licences for small air-conditioning units is concerned. All imports of such Units for hotels were stopped more than a year ago.

As regards import licences for Central Air-conditioning plants, the Development Wing of the Ministry of Commerce and Industry, who were consulted in the matter, have stated that no indigenous angle is involved as Central Units are not at present manufactured in India. However, in view of the acute foreign exchange position now prevailing, the Government do not propose to allow importation of large air-conditioning units for the present. This question,

however, will be reviewed when the foreign exchange position improves.

The places of temporary abode for the travellers have been given different names in different parts of the country, such as Rest Houses, Dak Bungalows, Travellers' Bungalows, Circuit Houses etc.

The existing names are very confusing not only to the foreign tourists but also to the people within the country. The Committee understand that the matter of assigning a uniform name is already under reference with the State Governments. The Committee recommended that early decision should be taken in this matter.

The recommendation made by the Committee was brought to the notice of all the State Governments with the suggestion that all places of temporary abode for travellers may be named "Travellers' Bungalows". In June, 1957, it was also placed before the Central Tourist Traffic Advisory Committee, at which the State Governments were also represented. The Tourist Advisory Committee endorsed the recommendation of the Estimates Committee and recommended use of the name 'Tourists Bungalow'.

The Governments of Bombay, Orissa, Andhra Pradesh, Madras and Mysore have accepted the suggestion of the Estimates Committee. The Governments of Bihar, Rajasthan and West Bengal have not accepted it on the ground that the rest houses provided by them are mainly for the Government Officials and that naming them as "Travellers' Bungalows" might create administrative difficulties. The remaining State Governments have not yet intimated their decision. As uniformity is desirable the matter will again be placed before the next meeting of the Tourist Development Council.

APPENDIX IV (Vide Introduction)

Analysis of the Action taken by Government on the Recommendations contained in the Thirty-fourth Report of the Estimates Committee (First Lok Sabha).

1. Total number of recommendations made	103
2. Recommendations accepted fully by Government (Vide recommendations in Chapter II)	
Number	43
Percentage to total	41.7
3. Recommendations accepted by the Government partly or with modifications (Vide recommendations Nos. 3, 9, 13, 16, 21, 26, 36, 39, 43, 44, 46, 52, 60, 69, 72, 82, 83, 85, 87, 88 and 90 in Chapter III)	
Number	21
Percentage to total	20.4
4. Recommendations not accepted by Government but replies in respect of which have been accepted by the Committee (Vide recommendations Nos. 1, 2, 7, 8, 11, 14, 20, 37, 45, 67, 75, 77, 78, 79, 81, 95, 96 and 97 in Chapter III)	
Number	18
Percentage to total	17.5
5. Recommendations replies to which have not been accepted by the Committee. (Vide recommendations in Chapter IV)	
Number	8
Percentage to total	7.8
6. Recommendations in respect of which final replies of the Government have not been received. (Vide recommendations in Chapter V)	
Number	13
Percentage to total	12.6

*Replies to five more recommendations have been received since the finalization of the report.

